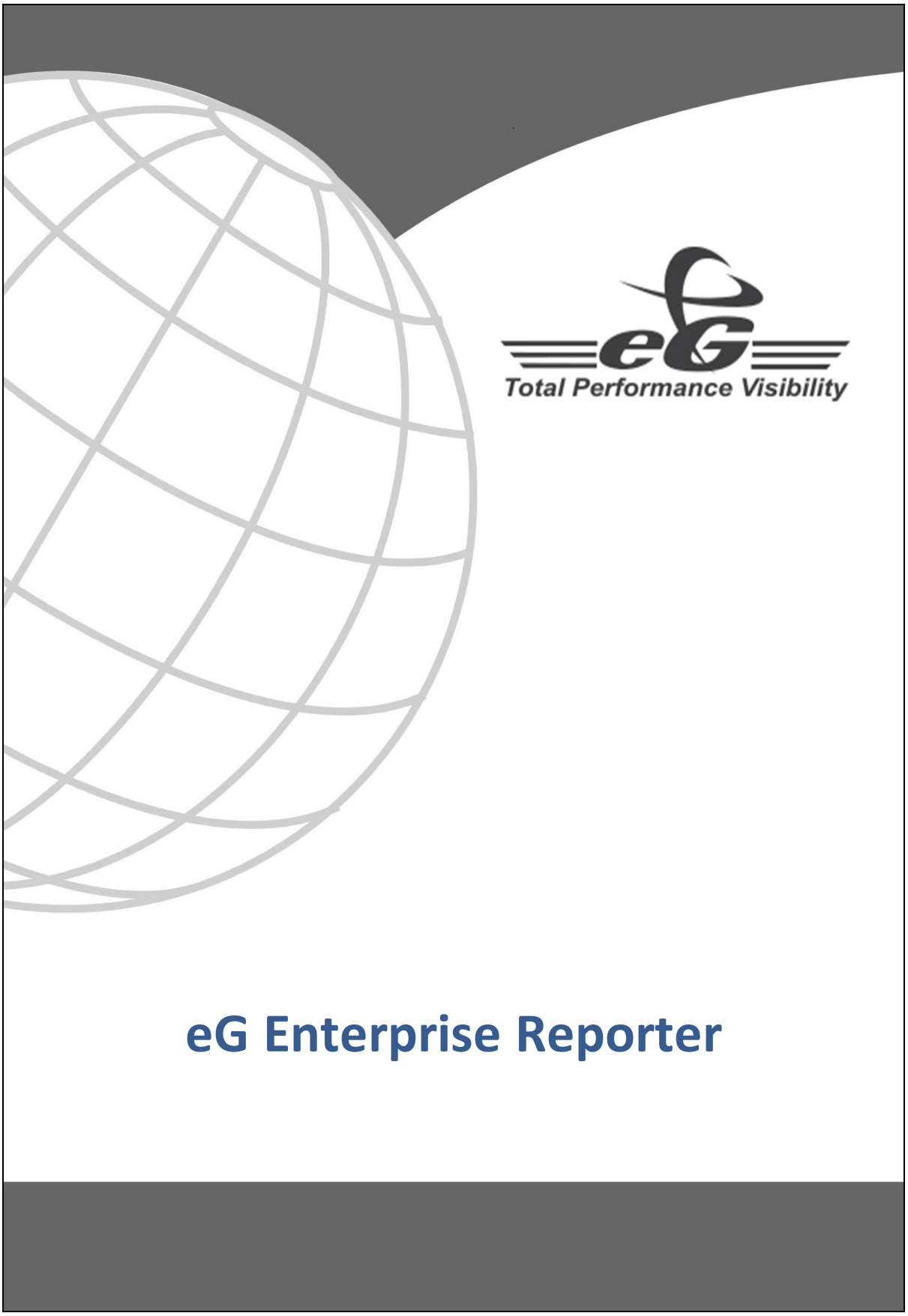

eG Enterprise Reporter

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Chapter 1: The eG Reporter

For enhanced historical reports and analysis, eG Enterprise includes an optional eG Reporter solution. The eG Reporter offers comprehensive pre-canned and customizable reports of the availability, performance, and usage of the target infrastructure. Various types of reports are available via eG Reporter including:

- **Executive Summary Reports**: These reports offer a service level summary for each component of the IT infrastructure. This summary depicts the percentage of time that a component has been problem free. The main intent of these reports is to help senior management of an organization identify which components or domains (i.e., component types) are most problem-prone in the IT infrastructure.
- **App/Infra KPIs Reports**: While executive summary reports provide a high-level overview of the performance of an infrastructure component, the App/Infra KPIs reports provide detailed insights into specific measurements and how they compare with their threshold bounds. While a number of pre-canned reports are available for each component being monitored, administrators also have the flexibility to build customized reports.
- **Analysis Workbench Reports**: While App/Infra KPIs reports allow analysis of different metrics of a specific component, comparison reports can be used for cross-correlation - i.e., to compare different metrics across different components. For example, the response time of the network, server, database, application, etc. can be compared and plotted in the same report. Also, snapshot reports are ideal for post-mortem analysis. If an administrator is aware that a problem occurred in the past during a certain period of time, he/she can use the Snapshot reports to quickly identify which measurements for a specific component were not in conformance with their thresholds. Users can also generate a few reports to assess the performance of chosen server farms/servers/services over time. Periodic analysis of overall performance enables administrators to accurately predict behavioral trends and sizing requirements, and thus perform effective capacity planning.
- **Consolidated Analysis Reports**: Use these reports to assess the performance of chosen server farms/servers/services over time. Periodic analysis of overall performance enables administrators to accurately predict behavioral trends and sizing requirements, and thus perform effective capacity planning.
- **Domain Specific Reports**: These reports facilitate root-cause analysis and identification in Citrix/Terminal/VDI server farms. Thinclient administrators can use these reports to assess the resource utilization of specific applications in the farm, analyze user behavior across the farm, detect the open sessions in the farm, etc. Reports can also be generated for real time monitoring

of a website and for the transactions performed on the website. To enable users to oversee the performance of their virtualized infrastructure over time, and to analyze the resource usage patterns of VMs and physical servers deployed on various virtualization platforms, eG Reporter now includes **Virtualization** reports.

Using eG Reporter, users can login from anywhere, at any time, and view reports. By seamlessly integrating with eG Enterprise, eG Reporter allows users to analyze any of thousands of metrics collected by the eG agents for trending, capacity planning, problem diagnosis, or service level audits.

To open the eG Reporter, click on the **Reporter** tab page.

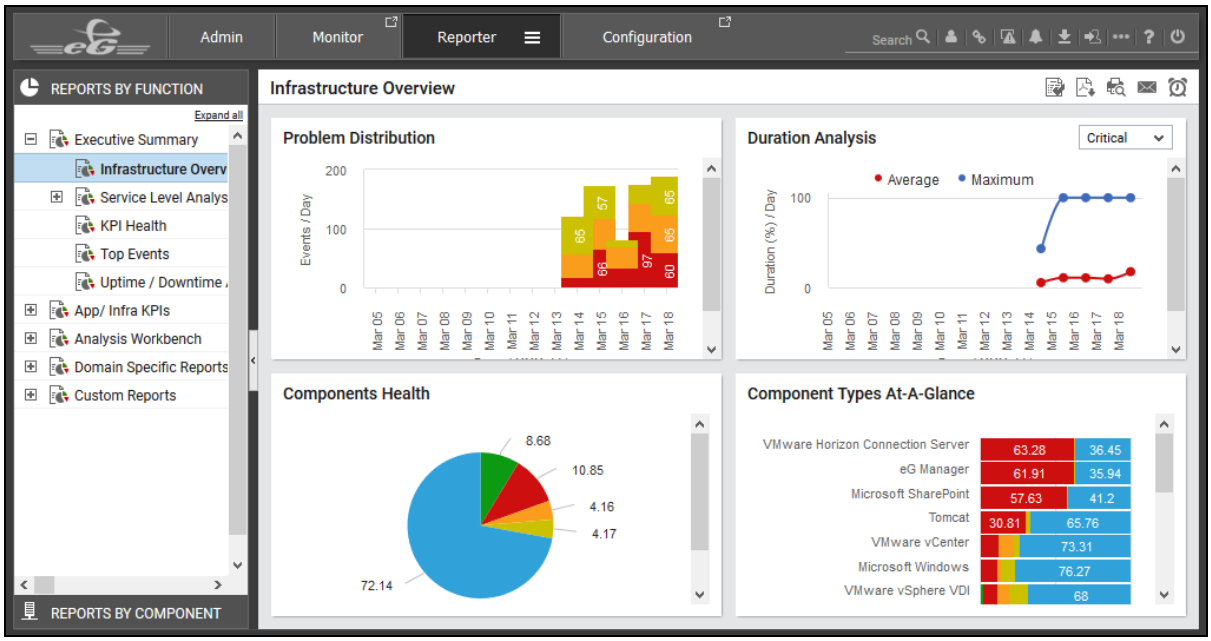


Figure 1.1: The eG Reporter Home page

The eG Reporter Home page provides an overview of the health of the entire monitored infrastructure. The eG Reporter home page is divided into a left panel and a context sensitive right panel. The left panel consists of a host of tree structures using which reports can be generated easily. Using this left panel, administrators can find all the reports that are applicable to say for example, a specific component type easily. These reports are grouped in an easy to understand manner, so administrators need not click in several places to see the reports of most interest to them. Reports specific to component groupings such as zones, segments, and services are also available. By default, the **REPORTS BY FUNCTION** tree will be expanded (see Figure 1.1). This document will navigate through the nodes of the **REPORTS BY FUNCTION** tree and explain the generation of each report within the nodes in detail.

The **MORE OPTIONS** drop down window (see Figure 1.2) will appear when the icon is clicked in Figure 1.1.

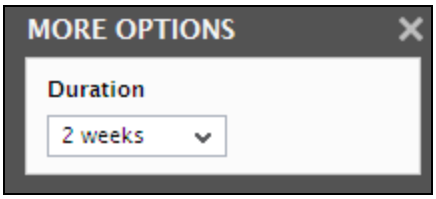


Figure 1.2: Changing the duration for displaying the infrastructure health

The **Duration** list box (see Figure 1.2) allows the health of the monitored infrastructure to be analyzed for any period (default is 2 weeks).

In large multi service provider (MSP) environments, administrators may want a zone-wise overview of their infrastructure. For this purpose, a **Report For** list has been provided in the **MORE OPTIONS** drop down window. Administrators can select the **Zone** option from this list and choose a specific **Zone** to view the overview of that particular zone.

Note:

The default duration of the reports displayed in the eG Reporter home page can be changed using the **homeDuration** parameter in the **[MISC]** section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory). By default, this parameter is set to 2 weeks. However, it can be changed to a value in the range of 1 week to 4 weeks, or 1 month. For example, to set 1 week as the default duration, do as depicted below:

```
[MISC]
homeDuration=1week
```

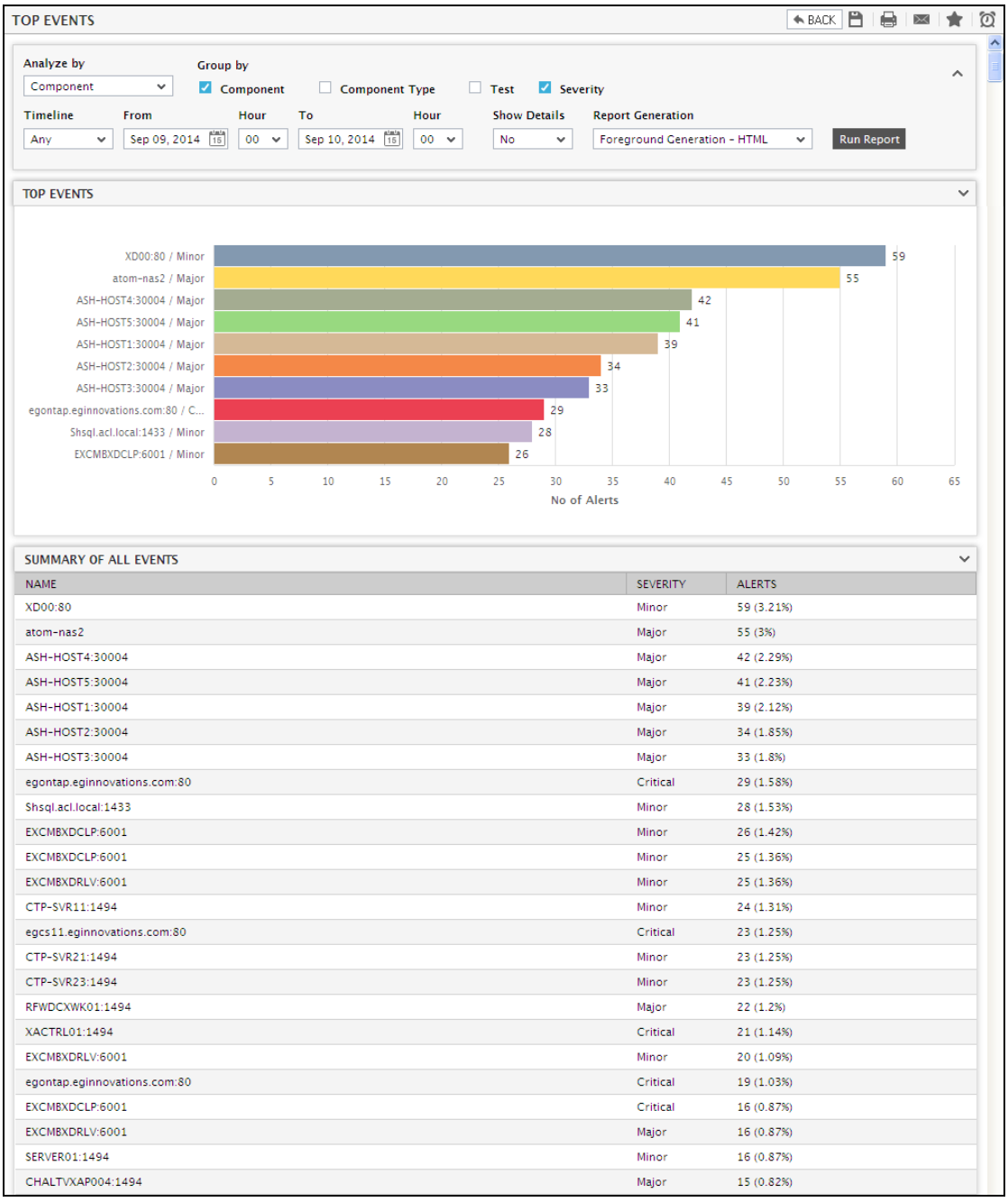
Similarly, to set the default duration to 4 weeks, do as depicted below:

```
[MISC]
homeDuration=4weeks
```

The right panel displays the Infrastructure Overview. There are four sections in the **INFRASTRUCTURE OVERVIEW**. Each section sheds greater light on a critical aspect of the monitored environment.

1. The **Problem Distribution** section reveals how problem-prone the infrastructure has been during the period under consideration. The section displays bar graphs that indicate the number of critical, major, and minor problems that occurred on a daily basis during the selected period. By

looking at this section, an administrator can determine the days when significant number of problems had occurred. Clicking on a particular division in a bar will lead you to Figure 1.3, which will reveal the **TOP EVENTS** report that provides a summary of events that affected infrastructure performance on that particular day.



NAME	SEVERITY	ALERTS
XD00:80	Minor	59 (3.21%)
atom-nas2	Major	55 (3%)
ASH-HOST4:30004	Major	42 (2.29%)
ASH-HOST5:30004	Major	41 (2.23%)
ASH-HOST1:30004	Major	39 (2.12%)
ASH-HOST2:30004	Major	34 (1.85%)
ASH-HOST3:30004	Major	33 (1.8%)
egontap.eginnovations.com:80	Critical	29 (1.58%)
Shsql.acl.local:1433	Minor	28 (1.53%)
EXCMBXDCLP:6001	Minor	26 (1.42%)
EXCMBXDCLP:6001	Minor	25 (1.36%)
EXCMBXDRLV:6001	Minor	25 (1.36%)
CTP-SVR11:1494	Minor	24 (1.31%)
egcs11.eginnovations.com:80	Critical	23 (1.25%)
CTP-SVR21:1494	Minor	23 (1.25%)
CTP-SVR23:1494	Minor	23 (1.25%)
RFWDCXWK01:1494	Major	22 (1.2%)
XACTRL01:1494	Critical	21 (1.14%)
EXCMBXDRLV:6001	Minor	20 (1.09%)
egontap.eginnovations.com:80	Critical	19 (1.03%)
EXCMBXDCLP:6001	Critical	16 (0.87%)
EXCMBXDRLV:6001	Major	16 (0.87%)
SERVER01:1494	Minor	16 (0.87%)
CHALTVXAP004:1494	Major	15 (0.82%)

Figure 1.3: Event Analysis report for a particular day

Note:

A mismatch between the total number of events reflected by the **Problem Distribution** section of the Reporter home page and the **TOP EVENTS** report as such is inevitable. This is because, the former provides a layer-wise event summary, and the latter provides a test-wise summary.

2. Next to the **Problem Distribution** section in Figure 1.1 is the **Duration Analysis** section. This section shows the average duration and the maximum duration of events of a selected priority. For example, assume that an environment consists of 2 components - component A and component B. On a particular day, component A suffered **Critical** issues 5 times, with each issue lasting for about 2 hours. This implies that component A encountered critical issues for a total duration of 10 hours (2 x 5) that day. Component B on the other hand, suffered a critical issue at 12 noon, which was resolved at 4 PM, and another critical issue at 4.30 PM, which was resolved at 5.30 PM. Accordingly, it can be concluded that, component B suffered critical issues for a duration of 5 hours on that day. In such a case, the line graph in the **Duration Analysis** section will indicate that the average duration of **Critical** issues was 450 minutes (10+5=15/2=7.5 * 60=450) on this particular day, and the maximum duration was 600 minutes (i.e. 10 hours, which is the cumulative duration of all the critical events of component A; it is the maximum because the cumulative duration of critical events of component B is only 5).

   This is a good indicator of the efficiency of the administrative staff in fixing the problems identified by eG. By default, this graph displays the average and maximum durations of the **Critical** issues in the environment. To view the details of issues of another priority, select the priority from the list box adjacent to the section heading Duration Analysis. To zero-in on the component that encountered problems (of the chosen priority) which remained unresolved for the longest duration, click on the graph. An Executive Summary Report of the component for the chosen period will then appear (see Figure 1.4).

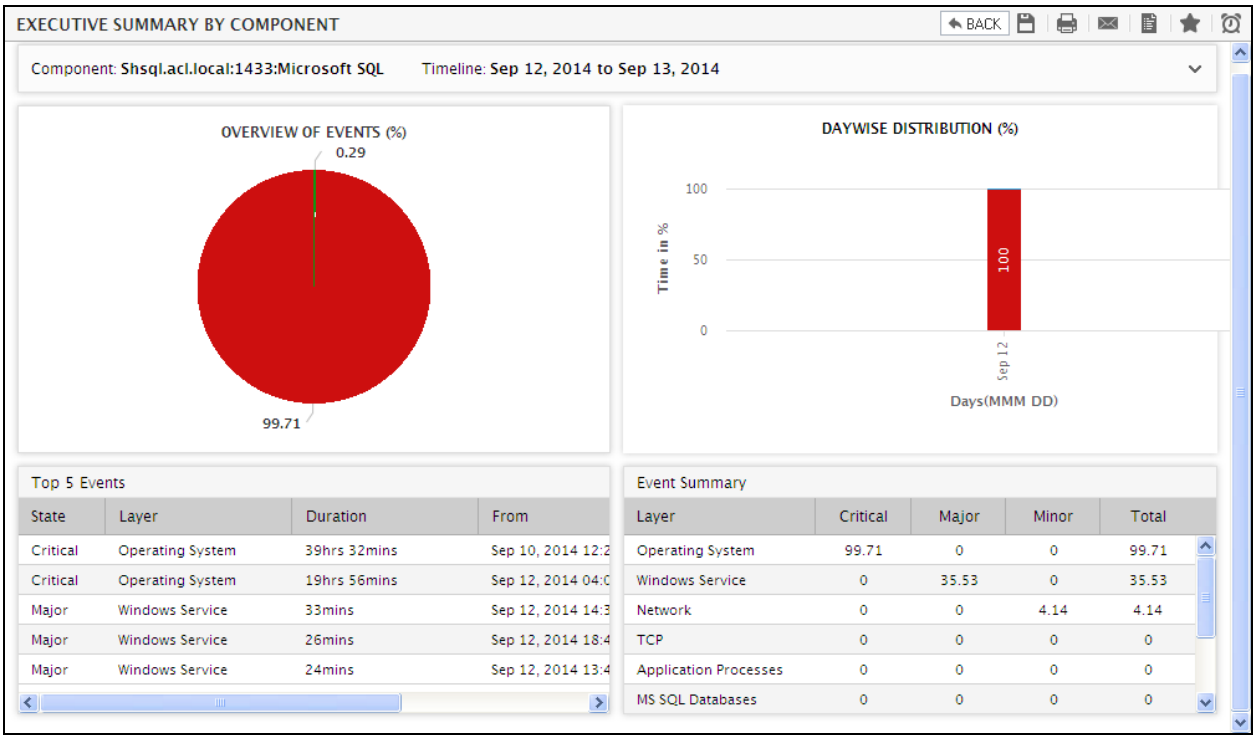


Figure 1.4: Executive Report of the Component that encountered unresolvable problems

Note:

By default, the **Duration Analysis** section of the eG Reporter Home page depicts the duration of events in minutes. Instead, if you prefer to view the percentage of time during a day problems (of a chosen priority) persisted in the target environment, set the **Daywise distribution reports in** flag in the **OTHER SETTINGS** page of the eG administrative interface to **Percentage**. You can navigate to the **OTHER SETTINGS** page by clicking the **Other Display Settings** node in the **MONITOR SETTINGS** tree that appears when you traverse through the *Settings ->Monitor* menu in the eG administrative interface.

3. Just below the **Problem Distribution** section is the **Services Health** section, which reveals the health of the segments/services/components in the environment during the specified period. This section consists of a horizontal bar graph, each bar of which denotes the percentage of time a segment/service/component has been in the Normal/Critical/Major/Minor/Unknown states. Clicking on a particular division in a bar will lead you to a page that displays the **Executive Summary By Service Report** of the corresponding segment/service/component for the chosen **Duration** (see Figure 1.5).

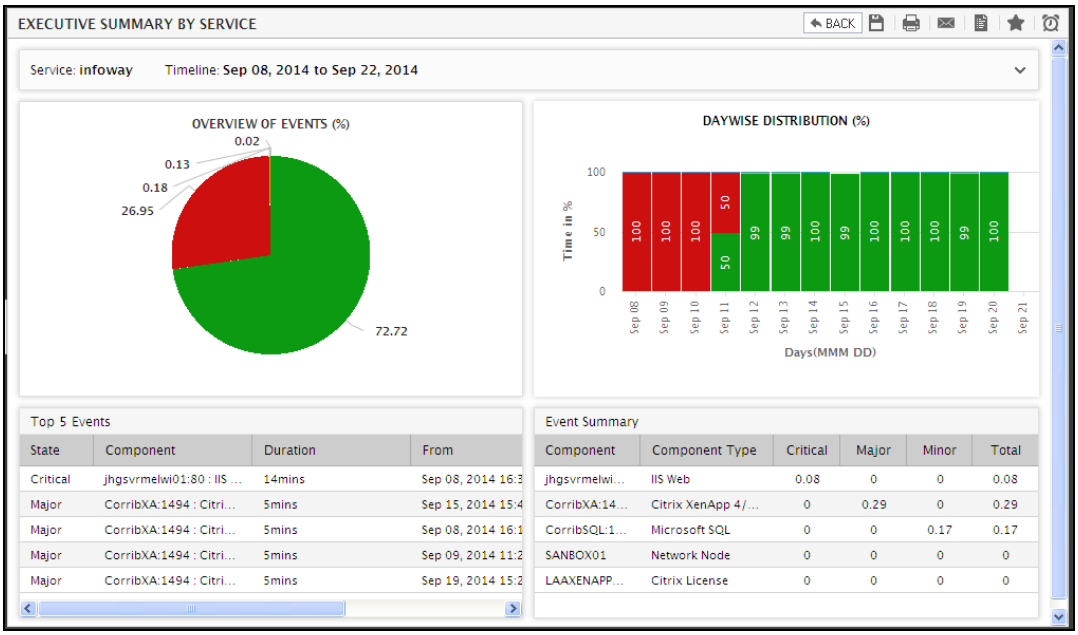


Figure 1.5: An Executive Service Report that appears upon clicking on a bar in the Services Health section of the Reporter Home

4. From the **Component Types At-A-Glance** section, one can quickly infer, how well/how poorly each of the component types have performed during the given period. Clicking on the bar corresponding to a component type in this section will lead you to a page that displays the **Executive Summary By Component Type Report** pertaining to that component type for the chosen **Duration** (see Figure 1.6).

   Note:

   This section will depict the health of services, only when one or more services have been configured in the environment. If only segments have been configured, then this section will reveal the health of all the segments during the designated period. If neither services nor segments exist, then a pie chart denoting the health of all the monitored components will appear.

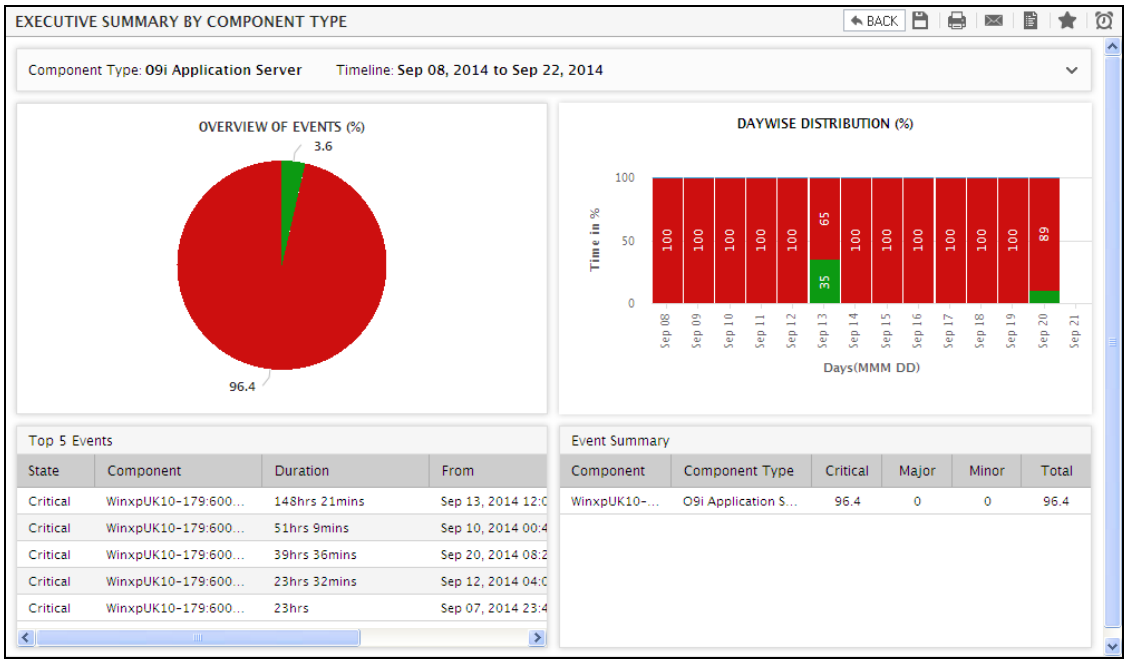


Figure 1.6: An Executive Summary By Component Type Report that appears when a Component Type's bar graph in the Reporter Home page is clicked

5. You can save the Reporter Home page as a PDF document by clicking on the button at the right top corner of Chapter 1. Upon clicking, the following dialog box will appear:

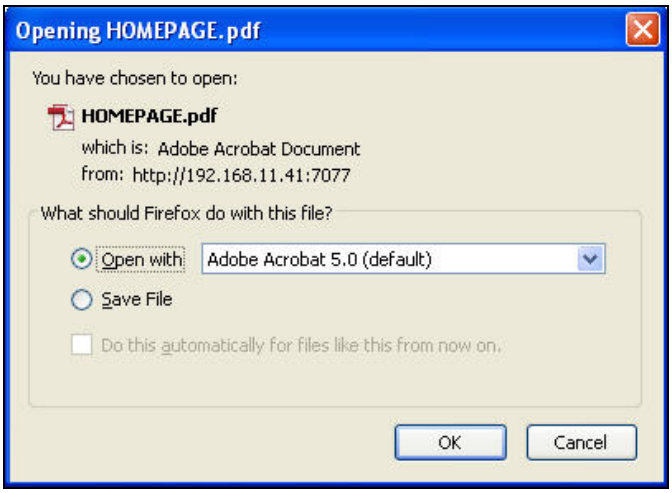


Figure 1.7: The File download dialog box

6. Selecting the **Open with** option in Figure 1.7 will save the report as a PDF file to a temporary folder, and automatically open the PDF. To save the file to a specific location in the local disk,

select the **Save File** option and click the **OK** button. Doing so will open the **Save As** dialog box using which the name and location of the PDF file can be specified (see Figure 1.8). After specifying the required details, click the **Save** button in Figure 1.8 to save the report as a PDF.

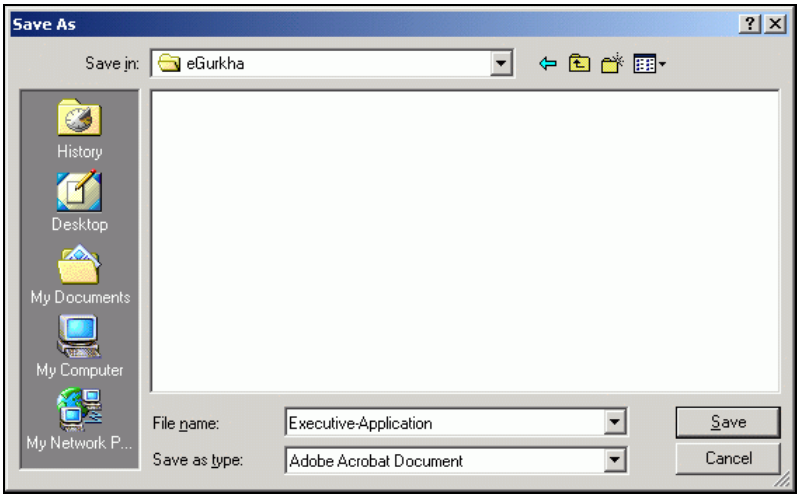


Figure 1.8: Saving the report as a PDF file

Note:

The PDF files that are created while saving a report as a PDF, will contain the **eG logo** by default. To ensure that all PDF files so created carry your company logo instead, change the **gif** file specification provided against the **pdfLogo** parameter in the **[MISC]** section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). By default, this parameter is set to **logo.gif**, which refers to the eG logo. Instead, you can specify the name of the gif file containing your company's logo here, but before that, ensure that the image file is copied to the <EG_INSTALL_DIR>\manager\tomcat\webapps\final\reporter\images folder.

7. To print the report, click on the button in Figure 1.1. Upon clicking, you will be able to preview the graphs in a separate window. The preview will be followed by a **Print** dialog box, which allows you to select the printer and define its settings (see Figure 1.9).

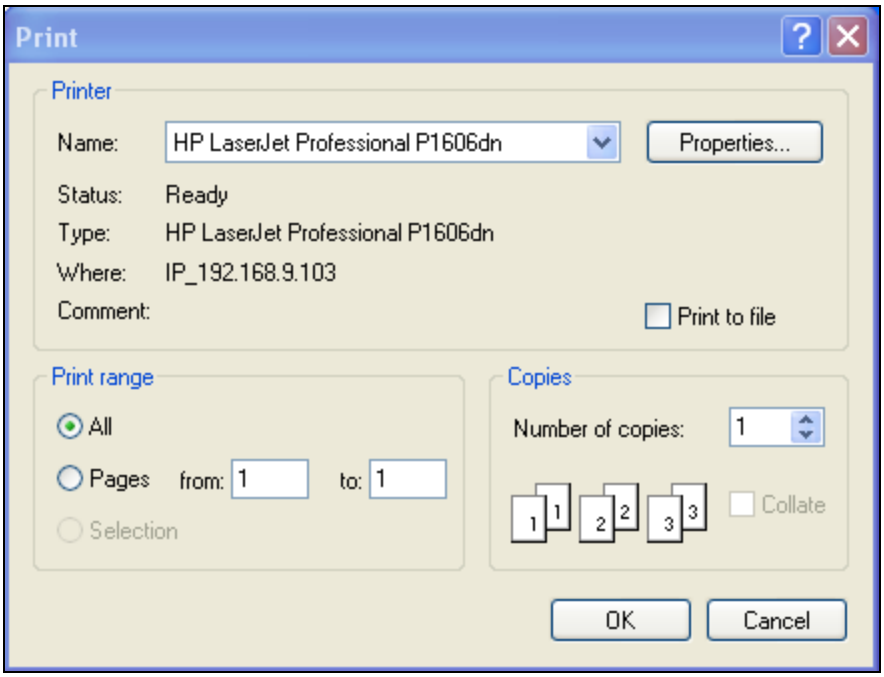


Figure 1.9: Defining the printer settings

8. Clicking on the **OK** button in Figure 1.9 will trigger the printing of the previewed report.
9. The eG Reporter component also facilitates mailing of the displayed reports directly to specific recipients. To achieve this, first, click on the button in Figure 1.1. Figure 1.10 will then appear, using which the mail IDs of the primary recipients, the mail IDs of the recipients to whom the reports need to be copied, etc. will have to be specified. Also, an appropriate **Subject** can be provided for the mail (see Figure 1.10).

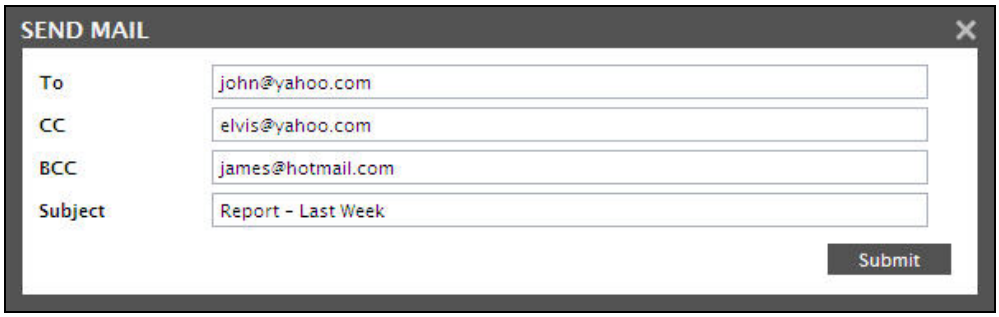


Figure 1.10: Sending mails directly to specific recipients

10. Finally, click the **Send** button in Figure 1.10 to send the reports to the specified recipients.

Chapter 2: Getting Familiar with the eG Reporter User Interface

This chapter explains you in detail on getting familiar with the user interface of the **Reporter** module of the eG Enterprise Suite. Figure 2.1 provides you with an overview of the menu sequence tree of the Reporter module.

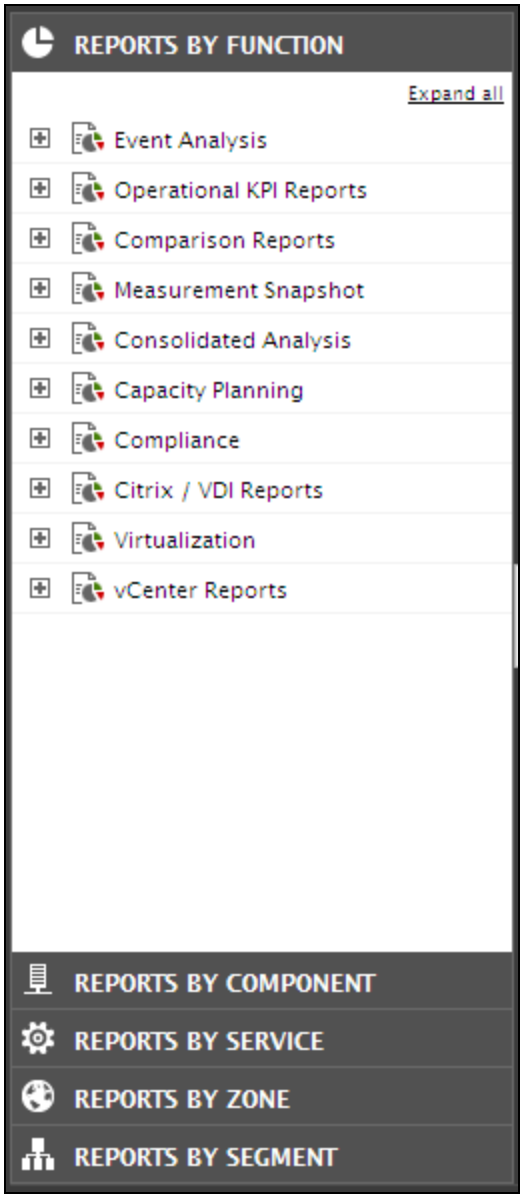


Figure 2.1: The Reporter menu sequence tree

Each section of the **Reporter** menu sequence is discussed in detail in the following chapters. The below table explains you briefly on the icons that are available at the right top corner of each Report generation page.

Icons	Purpose
	Clicking this icon will save the generated report
	Clicking this icon will print the generated report
	Use this icon to mail the generated report to specific individuals
	Use this icon to view the data points that have been plotted in the report
	Click on this icon to add the report as a favorite
	Click on this icon to schedule the printing/mailing of the generated report
	Click on this icon to save the generated report as a CSV file
	Click on this icon to change the default settings of the report using the **MORE OPTIONS** drop down window.
	Click on this icon to save the generated report as a *.xlsx* file
	Click on this icon to combine one or more generated reports and view as a single PDF booklet.

2.1 How to Save the Generated Reports to a Booklet?

In the past, if multiple reports had to be scheduled for automatic emailing/printing, users had to create a separate schedule for each report. At the scheduled time, each of these reports were then emailed to configured email IDs as separate PDFs. The challenge here was that if users required a holistic view of performance or needed to correlate performance across reports, they had to have multiple PDFs open simultaneously and switch between the PDFs. To enable users to easily analyze historical performance across reports, eG Enterprise provides a Report Booklet.

Users are allowed to choose closely-related reports and add them to a report booklet. This booklet is then saved as a single PDF and emailed.

Creating a Report Booklet

To create a Report Booklet, do the following:

- By default, any report that is generated by the eG Enterprise contains the icon at the top right corner of the report. Clicking this icon will combine the reports and will let you create a new report booklet (see Figure 2.2).

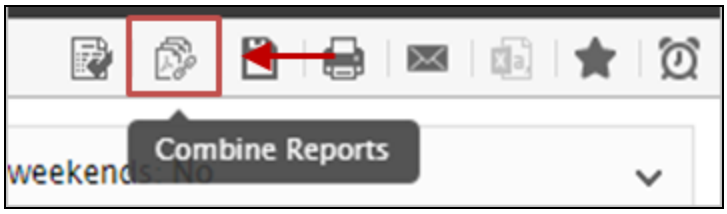


Figure 2.2: The Combine Reports icon on a generated report

- Upon clicking the icon, Figure 2.3 appears. By default, **New Booklet** is chosen from the **Add to Booklet** list. Specify the name of the booklet in the text box adjacent to this list.

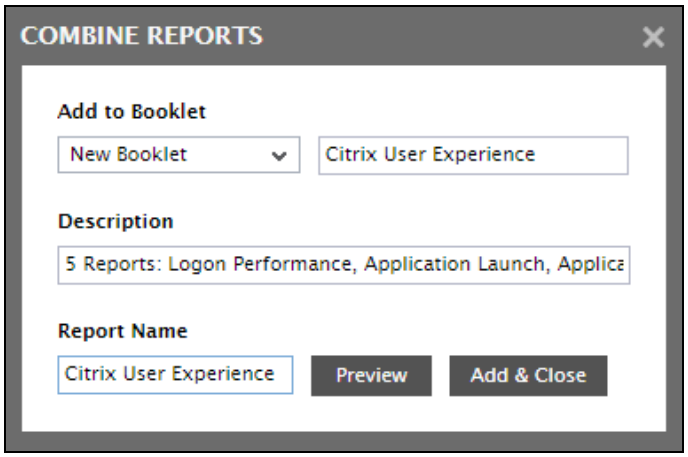


Figure 2.3: Combining the reports

- Then, describe the contents of the booklet in your own words in the **Description** text box. Provide a **Report Name** and then click the **Add & Close** button.
- Clicking the **Preview** button will allow you to view the generated report in **Print** mode.
- The booklet is now created and the created booklet can be viewed in the **LIST OF BOOKLETS** page.

Viewing the List of Booklets

The **LIST OF BOOKLETS** page appears when you follow the menu sequence: *Reporter -> Reporter -> View Booklets*.

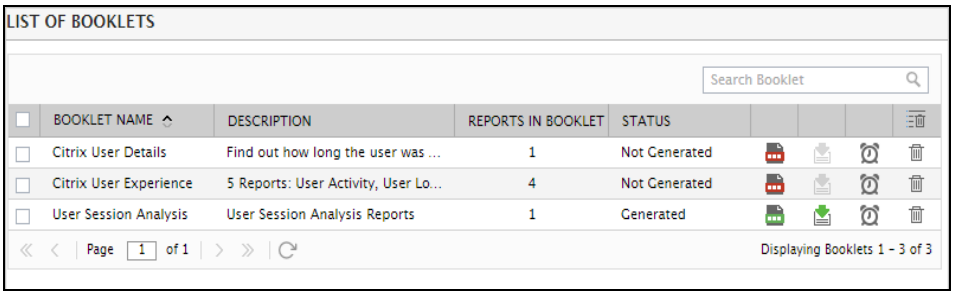


Figure 2.4: Viewing the list of booklets

If you have not generated the report earlier, then, the status of the report shown under the **STATUS** column against the report will be displayed as *Not Generated* (see Figure 2.4). To generate the report, click the icon. Once you have generated the report, the **STATUS** will be displayed as *Generated*. Once the report is generated, the icon will appear along with the icon which helps you to download the report booklet as a PDF file. To delete a booklet, you can click on the icon available against the booklet. If you wish to delete all the booklets created in your environment, then, you can select the check box against the **BOOKLET NAME** label and click the icon. To search for a booklet of your choice, you can use the **Search Booklet** text box. To schedule delivery of the report booklet, you can click on the icon. Figure 2.5 then appears.

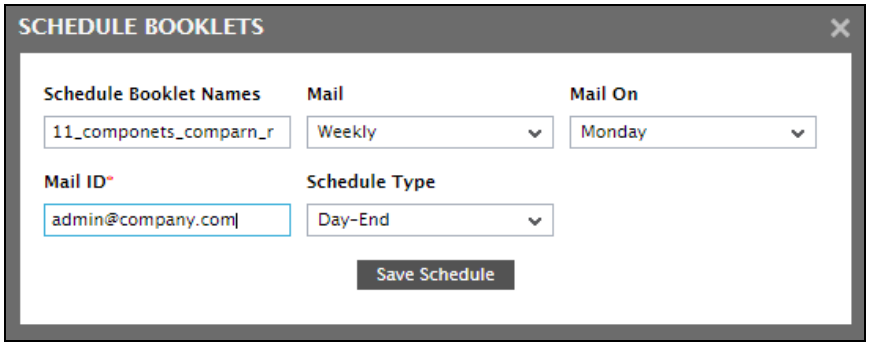


Figure 2.5: Scheduling the Booklet

To know more on how to schedule the booklet, refer to Section **2.2**.

In Figure 2.4, if the number of existing booklets exceeds 15, then the list of booklets will be split across pages. Also, a **Page** text box will be available at the bottom of every page. To go to a particular page, specify the page number in the text box and click the **Enter** button in your keyboard. Page navigation can also be performed using the arrow buttons available at the bottom of every page. The purpose of each arrow button is explained below:

Button	Purpose
«	Click to go to the first page
‹	Click to go to the previous page
»	Click to go to the last page
›	Click to go to the next page

Clicking on a **BOOKLET NAME** in Figure 2.4 will automatically open Figure 2.6 using which you can view all the reports that are contained within the booklet.

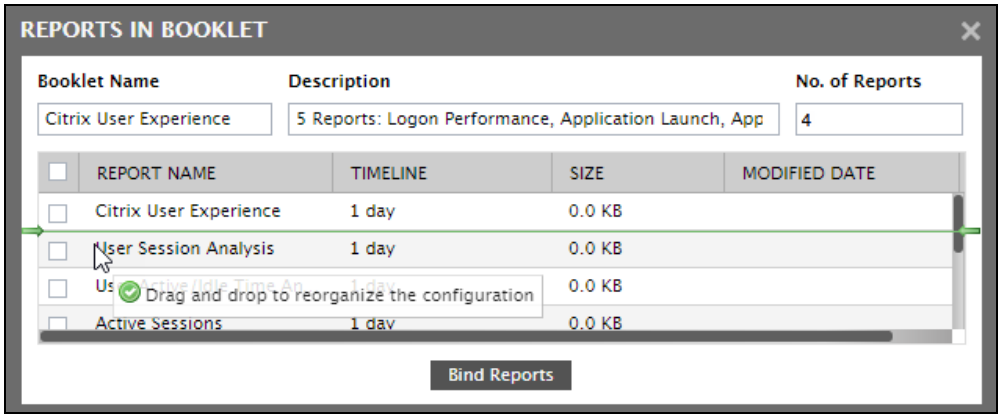


Figure 2.6: Reordering the individual reports in a Booklet

By default, in Figure 2.6, the **Booklet Name**, **Description** and the **No. of Reports** field will be automatically populated along with the list of individual reports that are contained within the booklet. Clicking the **Bind Reports** button will combine all the reports added to the booklet and a combined report will be generated as a booklet i.e., as a single PDF file. If you wish to view the reports in the booklet in the order of your choice, you can even reorder the reports by a simple drag and drop as shown in Figure 2.6.

The 'Look and Feel' of the generated Report Booklet

A sample Report Booklet PDF file is provided in the illustration below. The PDF file can either be generated and stored in the location of your choice or can be scheduled to be mailed on a specific date. The cover page of the booklet (see Figure 2.7) comprises of the name of the report and the **Description** that you have provided in Figure 2.3.

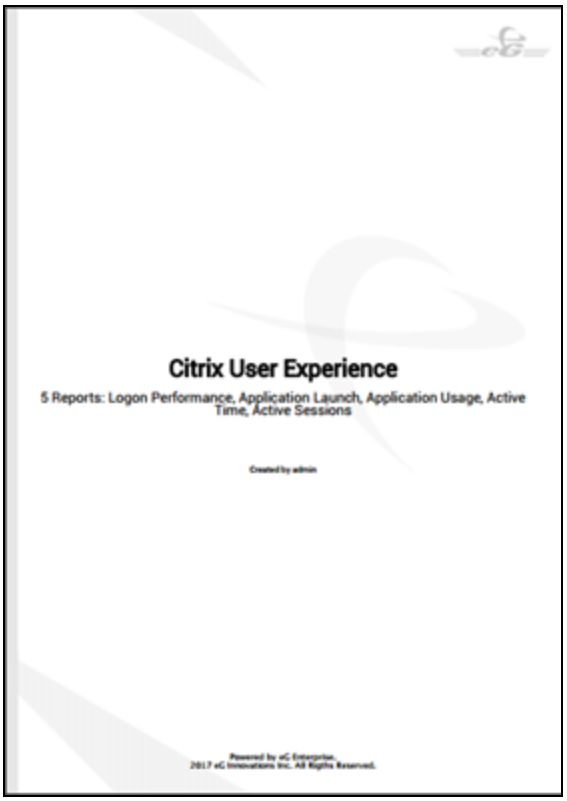


Figure 2.7: The cover page of the generated Report Booklet

Next, the Table of Contents page (see Figure 2.8) displays the reports that were bound together in the booklet.

CONTENTS

1 Citrix User Experience 3
2 User Session Analysis 4
3 User Active/Idle Time Analysis 5
4 Active Sessions 6
5 VDI Resource Usage 8

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Figure 2.8: The Table of Contents page

The individual reports will be printed in the subsequent pages of the booklet. A sample individual report is shown in Figure 2.9.

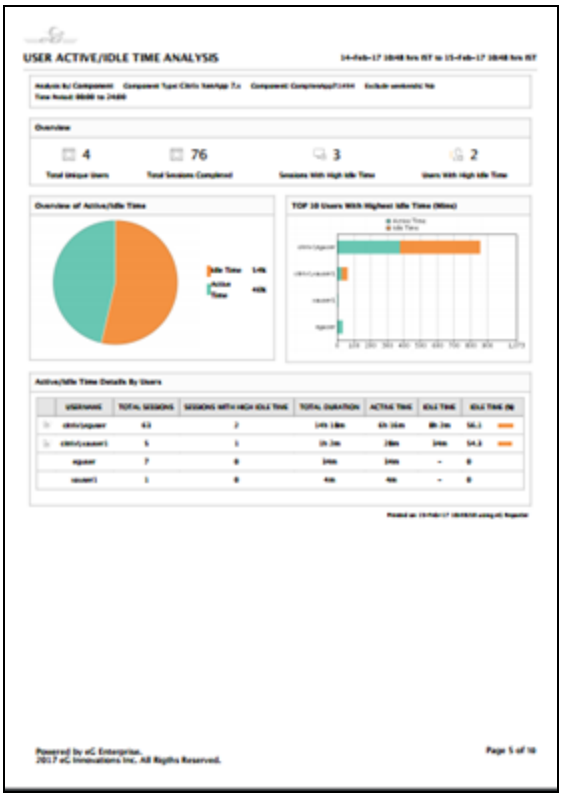


Figure 2.9: A sample individual report from the Report Booklet

2.2 How to Schedule Printing/Mailing of a Generated Report/Booklet?

This section describes the step by step procedure involved in printing/mailing the report/booklet in detail:

1. The eG Reporter also provides a useful report scheduling capability that automates the process of printing and/or mailing specific reports/booklets (to specific individuals) at pre-defined intervals. To schedule the printing/mailing of the reports/booklets displayed in the **Reporter** home page, click on the button. In Figure 2.10 that appears next, first, specify whether this report is a single report or a booklet (group of reports generated as per your choice). If this report is a single report, select the **Regular** option. If you wish to schedule generating a booklet, then select the **Schedule Booklet** option.

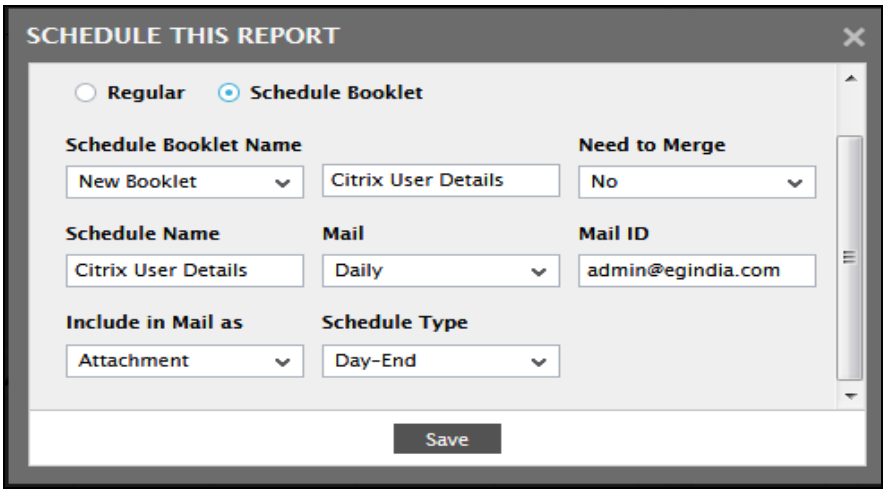


Figure 2.10: Adding a new schedule

2. If the **Schedule Booklet** option is chosen, then a **Schedule Booklet Name** list will appear listing all the booklets that have been created in your environment. By default, **New Booklet** will be chosen from this list. If you wish to create a new booklet, then specify the name of the booklet in the **Booklet Name** text box.

3. The **Need to Merge** list will appear only if the **Schedule Booklet** option is chosen. If multiple reports are combined in the same booklet, then, when emails are sent to the administrators, you can either view all the reports in the booklet as separate PDFs or view all the reports as a single PDF in a single mail. If **Yes** is chosen from this list, then, all the reports scheduled in the booklet would be generated as a single PDF booklet and sent as a single email whereas if **No** is chosen, then, every report that is combined in the booklet would be generated as a separate PDF and all the PDFs would be sent to the recipient in a single email.

4. Next, provide a name for the schedule against the **Schedule Name** text box as shown in Figure 2.10.

5. To indicate how often the report/booklet would have to be mailed to a specific recipient, select a frequency from the **Mail** list box. The options provided therein include: Daily, Day(s) of the week, Weekly, Monthly, Weekend, and Month-End. If you select the **Day(s)of the week/Weekly** option, you even get to select the exact day(s) of the week on which you want the report mailed/printed, from the **Mail On** list. If you select the **Monthly** option from the **Mail** list, you can select the exact date of the month on which you want the report to be mailed/printed, from the **Mail On** list.

   Note:

- By default, **WeekEnd** reports are mailed every Sunday. This default setting can however, be modified by editing the **eg_services.ini** file (in the <eg_install_dir> **\manager\config** directory). The **ScheduleMailWeekend** parameter in the [misc_args] section of this file is set to **Sunday**, by default. If you so wish, you can specify any other day of the week against this parameter, as shown below:

```
[MISC_ARGS]
ScheduleMailWeekend=Friday
```

  Say, on September 24, 2014 (Wednesday), a report was generated with a **Timeline** of 2 weeks; later that day, the same report was scheduled to be mailed **Weekly**. This means that on the first day of the following week (which is Sunday - September 28, 2014), the report will be automatically generated based on the performance data collected during the last 2 weeks (i.e., for the period spanning September 14 to September 28), and mailed to the specified recipients. **Note that, if a report is set to be mailed 'Weekly', such a setting only ensures that the report is mailed once a week; it does not alter the Timeline of the original report. The same applies to 'Monthly' schedules**.

  Now, let us take another example. Assume that on September 24, 2014 again, a report with a **Timeline** of 2 weeks was scheduled to be mailed every **WeekEnd** (which is say, Sunday). This means that on September 28, 2014 (Sunday), the report will be automatically generated for a **Timeline** of 1 week (spanning September 22 to September 28), and mailed to the specified recipients. **Note that 'WeekEnd' schedules not only affect the frequency with which reports are mailed, but also override the 'Timeline' of the original report. The same philosophy applies to "MonthEnd" schedules**.

- By default, scheduled mails are sent before trend computation begins. However, if need be, you can push schedule execution below trend computations - i.e., you can instruct the eG Enterprise system to mail reports after trend calculations are done. To ensure this, do the following:
  - Edit the **eg_services.ini** file in the <eg_install_dir>**\manager\config** directory.
  - In the [misc_args] section of the file, a **ScheduleReportsBeforeTrend** flag exists that is set to **yes**, by default. Change this to **no**, so that schedules are implemented after trending is completed.
- Summary reports will not be generated properly if this option is set. Reports with measure graph, zone reports, comparison reports, etc., will be unaffected.
- You cannot schedule the automatic printing/mailing of reports with an **Any** timeline.

6. If the report need not be mailed but the report is to be printed, then select **None** from this list box. If the report is to be mailed to a specific recipient (i.e., if the **Mail** list box does not contain **None**), then mention the **Mail ID** of the recipient.

   Note:

   - To ensure that the reports are mailed to the specified recipients, the SMTP **mail host** and **eG Administrator mail ID** need to be properly configured in the eG administrative interface (using the *Alerts -> Mail Settings -> Server* option).

7. By default, the **Include in Mail as** list is set to **Attachment** indicating that the generated report would be sent as an attachment when the report is scheduled to be emailed. If you do not wish to view an attachment with the email, but instead want the report to be sent in HTML format in the body of the email, then select the **Inline content** option.

8. Then, indicate the **Schedule Type**. You can indicate when report scheduling is to occur by picking an option from the **Schedule Type** list. To generate schedule reports at the end of every day, pick the **Day-End** option from this list. To generate schedule reports at a configured time every day, pick the **Anytime** option from this list, and then indicate the exact time of generation using the **Schedule at** time controls that then appear.

9. If a **Thin Client** report that is generated in the data format is scheduled for printing/mailing, an additional **Schedule Format** list box will appear in the **SCHEDULE THIS REPORT** pop up window (see Figure 2.11). By default, the **PDF** option is selected which implies that the generated report will be mailed to the recipient in the **PDF** format. To mail the report in CSV format select the **CSV** option from this list box.

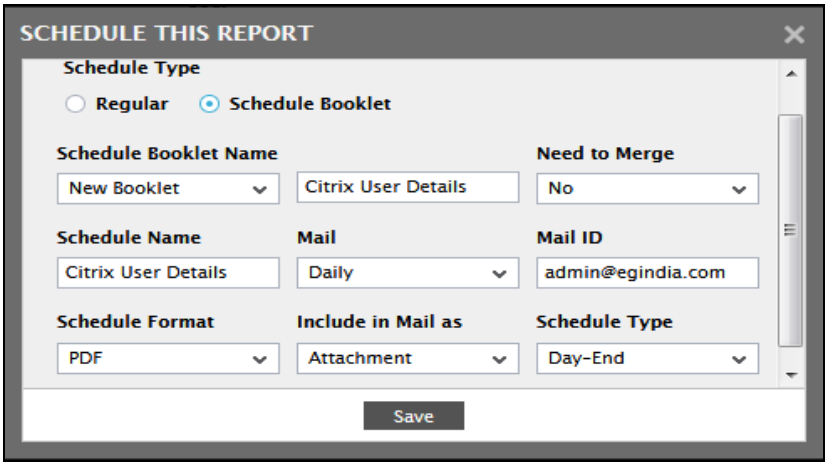


Figure 2.11: Adding a new schedule for a generated data report

10. By default, eG Reporter does not allow users to schedule the automatic printing of reports. If you

want to schedule report printing, then set the **EnableSchedulePrint** parameter in the [misc_ args] section of the **eg_services.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) to **true** (default is **false**). Once this is done, then, a **Print** list will additionally appear in the save schedules page. Indicate the frequency with which the report is to be printed by selecting an option from the **Print** list box. Here again, selecting **None** would ensure that the report is not printed. In order to print the report as well as email the report to the chosen recipients, then select an option from the **Mail** list and the **Print** list and specify the recipients in the **Mail Id** text box.

Note:

If a network printer is used for printing the reports, then ensure that the Tomcat service of the eG manager is configured to use a domain user's account. If only a local printer is used, then the Tomcat service can run using the default local system account.

11. Finally, click on the save button to register the schedule. Doing so will reveal the following page that prompts you to click on the **Schedules** link.

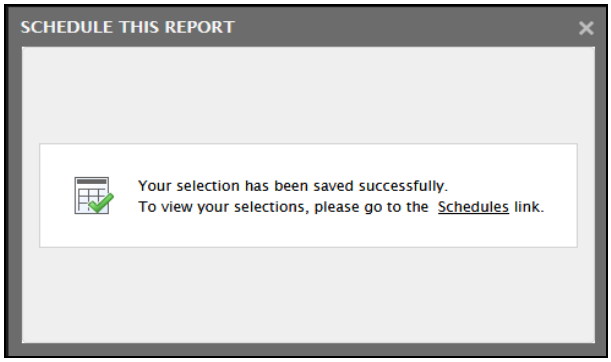


Figure 2.12: Clicking on the Schedules link

12. Clicking on the **Schedules** link will bring up Figure 2.13. Note that Figure 2.13 will also appear when the *Reporter-> Schedules -> Configure Schedules* menu sequence in eG Reporter is followed.

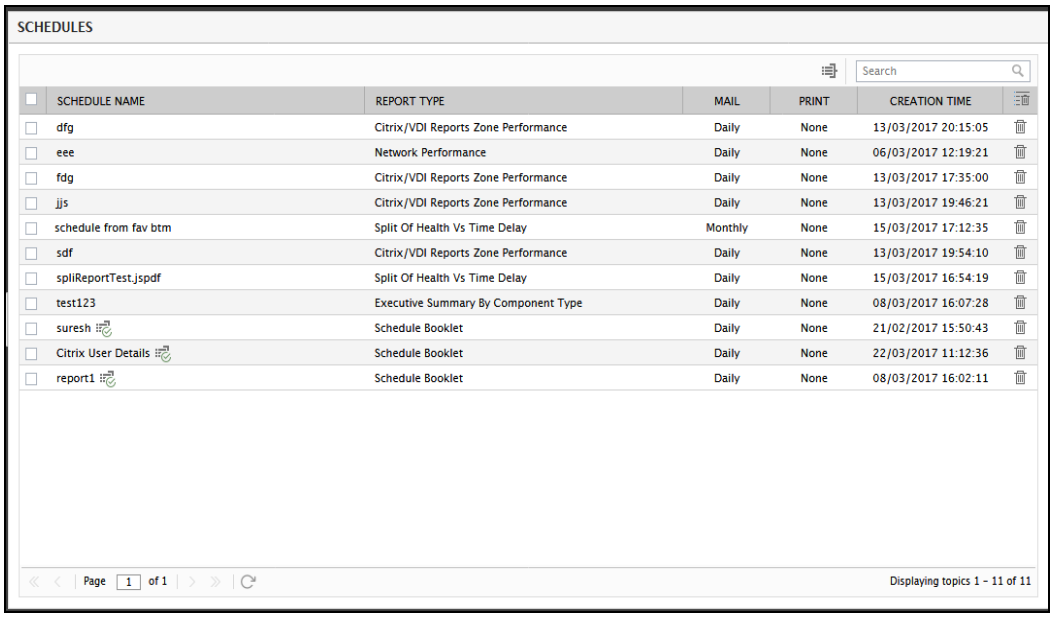


Figure 2.13: Viewing the list of schedules

13. Figure 2.13 provides the details of all the existing schedules (including the newly added schedule). If a report booklet has been scheduled, then those schedules will appear with the icon. Clicking on a schedule name here, will open 2.2. Using this page, you can modify any of the displayed schedule details, and then click the save button therein to save the changes. Additionally, you can modify the details of the report that is scheduled from this page. To do so, click on the **Modify Selection** button. This will lead you to the report generation page where you can modify the details of the scheduled report. Clicking the **View** button would generate the scheduled report.

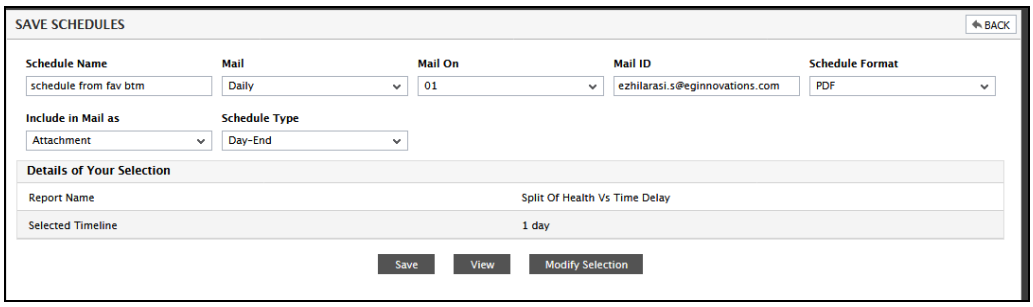


Figure 2.14: Link to modify your scheduled report details

14. To delete a schedule, just select the check box corresponding to the schedule to be deleted (see Figure 2.13), and then, click the **Delete** button. To select all the schedules in a page for deletion, select the check box against the **SCHEDULE NAME** at the top of the page. In the SCHEDULES page, if the number of existing schedules crosses 15, then the schedules list will be split across

pages. Also, a **Page** text box will be available at the bottom of every page. To go to a particular page, specify the page number in the text box and click on the **Enter** button in your keyboard. Page navigation can also be performed using the arrow buttons available at the bottom of every page. The purpose of each arrow button is explained below:

Button	Purpose
«	Click to go to the first page
‹	Click to go to the previous page
»	Click to go to the last page
›	Click to go to the next page

15. To combine the scheduled reports into a booklet, just select the check box corresponding to the schedules. A badge then appears on top of the icon for e.g., if you have chosen to combine two scheduled reports, then the number 2 would appear above the icon as shown in Figure 2.15.

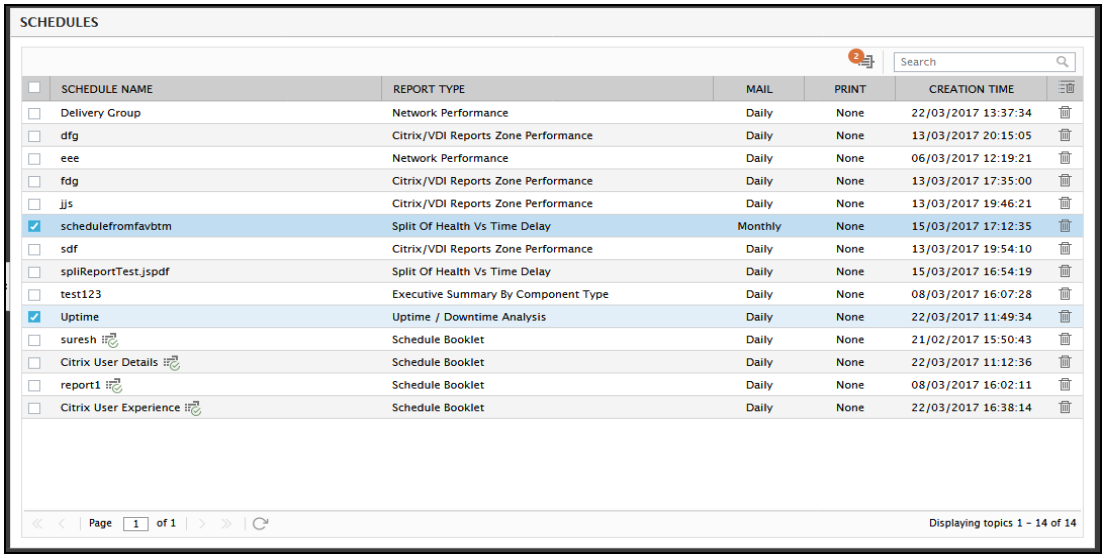


Figure 2.15: Combining individual schedules to a booklet

16. Clicking on the icon in Figure 2.15 reveals Figure 2.16 where you are allowed to add the chosen schedules to a new booklet or to an existing booklet. By default, the **Existing Schedule Booklet** flag is chosen from the list and the **Schedule Booklet Name** list displays the list of booklets created earlier (see Figure 2.16). Select the **Schedule Booklet Name** and click the **Add & Close** button to save the changes.

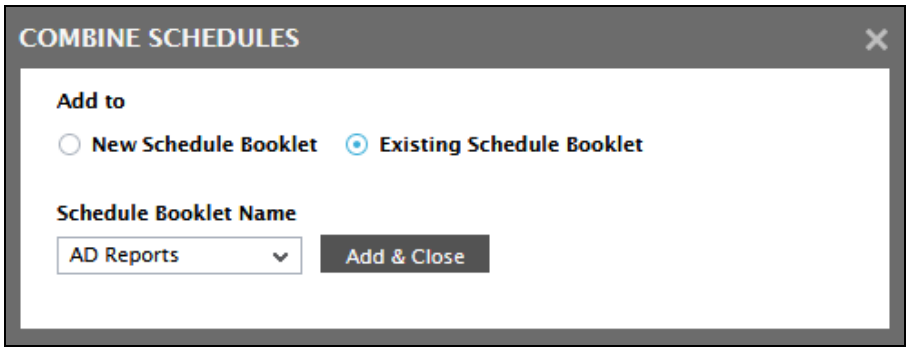


Figure 2.16: Combining Schedules to an Existing booklet

17. If you choose the **New Schedule Booklet** option from Figure 2.16, then Figure 2.17 appears where you need to provide the **Schedule Booklet Name** and the other credentials as explained in the steps mentioned above.

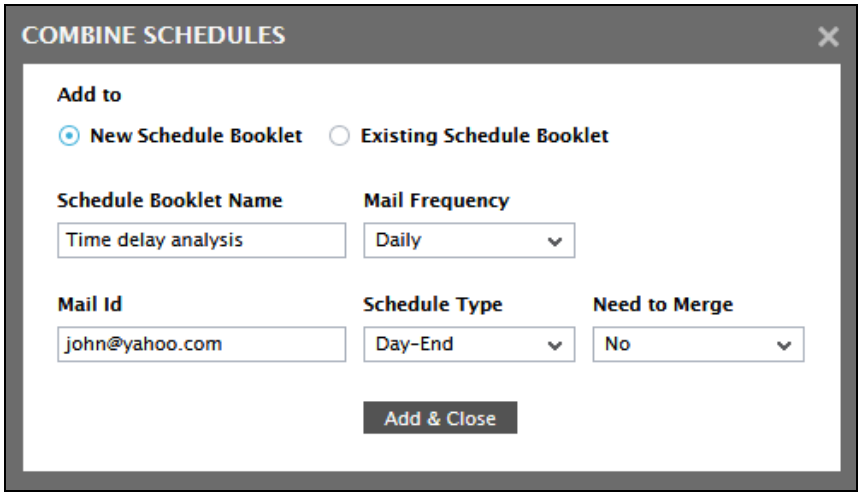


Figure 2.17: Combining Schedules to a New booklet

18. You can also optionally configure the eG Enterprise system to save the reports that are scheduled to be emailed and/or printed (as the case may be) as PDF files on the eG manager host. By default, this capability is disabled. To enable the capability, edit the **eg_services.ini** file (in the <EG_INSTALL_DIR>\manager\configdirectory), and set the **SaveScheduleReport** flag in the **[MISC]** section to **yes**. Once this flag is turned on, then all scheduled reports will be automatically saved as PDF files in the <EG_INSTALL_DIR>\manager\scheduledReports folder, by default. You can even override this default location by specifying a different location against the **SaveSchedulePath** parameter in the [misc] section. To view the reports so saved, follow the *Reporter -> Schedules -> View Schedule Reports* menu sequence. Figure 2.18 will then appear. Suppose, if you do not wish to receive the report by email but wish to save the report

as PDF on the eG manager host, then specify a mail frequency other than **None** in the **Mail** list and omit the **Mail Id** field (leave it as blank). This will ensure you that the email is not sent but the report is saved to the eG manager host based on the mail frequency chosen by you in the **Mail** list. In some cases, administrators may want to email and print the report at the same time. To do so, just choose a frequency for generating the report from both the **Mail** and **Print** lists and specify the **Mail Id** to which the report is to be emailed. This will help to keep track of the report on the eG manager host as well as the inbox of the mail recipient.

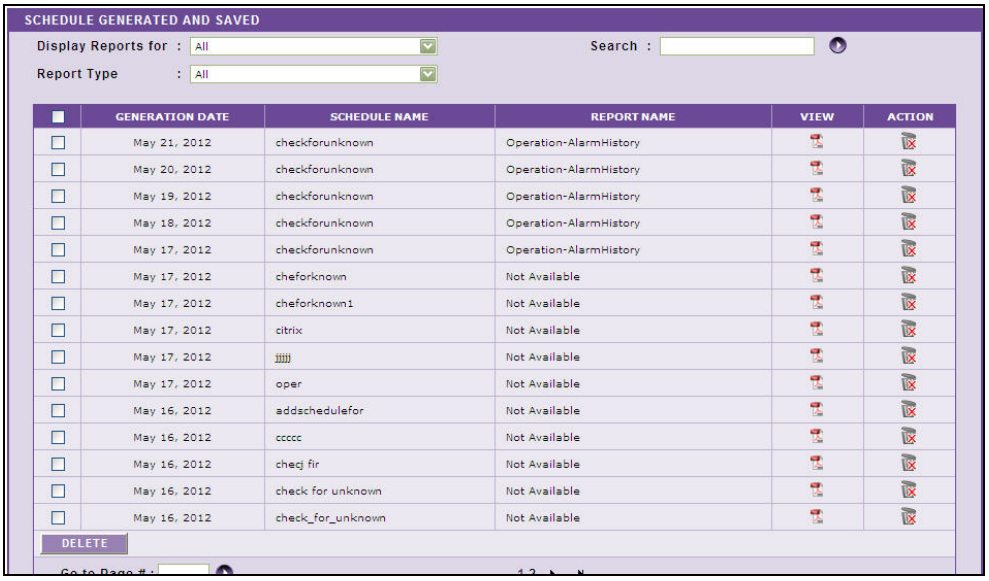


Figure 2.18: Viewing scheduled reports saved as PDF files

19. Figure 2.18 displays all saved scheduled reports by default. If you want to view only those reports that were scheduled to be generated on a particular day, select that day from the **Display Reports for** list. By default, this list displays the last 14 days from the current date. You can filter the list further by picking a **Report Type**.

20. If required, you can even use the **Search** option to search for a particular report. In this case, type the whole or part of the schedule name of that report in the **Search** text box and click the right-arrow button alongside. This will automatically list all those scheduled reports with schedule names that embed the specified **Search** string.

21. To view any of the scheduled reports as a PDF file, click the view button that corresponds to that report in Figure 2.18. To delete any of the generated PDF documents, click on the action icon that corresponds to it in Figure 2.18.

22. To delete multiple saved schedules at one shot, select the check boxes that precede each of the PDFs and click the delete button.

23. Also, if the number of scheduled reports saved as PDF crosses 15, then the list of saved

schedules will be split across pages. Also, a **Page** text box will be available at the bottom of every page. To go to a particular page, specify the page number in the text box and click on the **Enter** button in your keyboard. Page navigation can also be performed using the arrow buttons available at the bottom of every page. The purpose of each arrow button is explained below:

Button	Purpose
«	Click to go to the first page
‹	Click to go to the previous page
»	Click to go to the last page
›	Click to go to the next page

Troubleshooting Tips:

Why does the eG Manager installed on a VM skip the generation of scheduled reports often?

When the eG Manager installed on a VM takes too long to time-synchronize with the virtual host on which it is running, then the report schedules configured for **Any** time periods on this manager were skipped often. In order to resolve this issue, set the **AdjustAnyTimeScheduleDate** flag that is available in the **[MISC]** section of the **eg_report.ini** file in the **<eg_install_dir>\manager\config** directory to **Yes**. By default this flag is set to **No**. Now specify a time duration (in minutes) against the **CheckScheduleBeforeMin** parameter. By default, this is set to 30 minutes. This indicates that if the **AdjustAnyTimeScheduleDate** flag is set to **Yes**, then, before executing a report schedule, the eG manager checks whether any schedules were skipped during the last 30 minutes (by default), and if so, runs that schedule as well. This way, reports will be emailed as per schedule despite delays in time sync-up between the virtual host and the VM running the eG manager.

2.3 How to Save the Report as a Favorite?

This section explains the step by step procedure involved in saving a generated report as a favorite.

To allow users to quickly access key reports, the eG Reporter allows users to save their frequently accessed reports as **FAVORITES**. To achieve this, first, click on the **FAVORITES** button.

1. This will result in the display of the **SAVE FAVORITES** page (see 2.3). This page will display the report conditions mentioned in 2.3. Now, give a **Name** to the report.

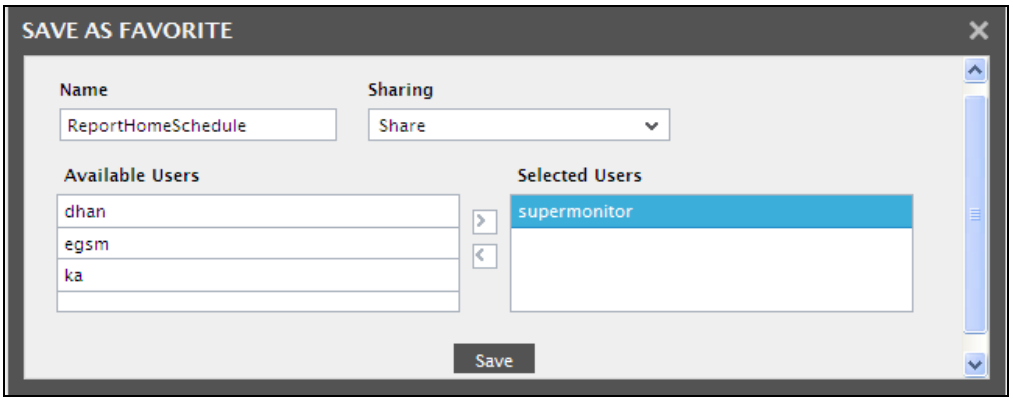


Figure 2.19: Specifying the Report Name under which the report conditions are to be saved

2. To facilitate collaboration and knowledge sharing among administrators, eG Enterprise now allows users the flexibility to share useful favorites they create with other users. For sharing a favorite report, you need to first set a share type by selecting the desired option from the **Sharing** list box in 2.3. The options are as follows:

   - **Private**: If you set a favorite as **Private**, then all other users to the eG Enterprise system will be denied access to that favorite. Only the creator of the favorite will be able to access it.
   - **Public**: If you set the favorite as **Public**, then only users with the following rights will have access to it:
     - Users with access to all the managed elements in the environment
     - Users with access to the segment/service/zone/component for which the favorite report was generated

     Note:

     - Assume that a *Zone* report for a *Default* zone was added to **FAVORITES** and allowed **Public** access. Say, a zone named *MyZone* was later created, to which 2 independent components were added. A *user* named *john* was also created, who was granted monitoring rights to *MyZone* alone. This means that user *john* can monitor only the 2 independent components that are part of *MyZone*. This user, upon logging in, will not be able to access the report for the *Default* zone that was added to **FAVORITES**, in spite of the **Public** access. This is because, for user *john* a *Default* zone does not exist. eG Enterprise automatically creates a *Default* zone only when the target environment consists of **components that are not part of any other zone**. User *john's* environment however consists of only the 2 independent components that are already part of *MyZone*; this eliminates the need for a *Default* zone, and thus explains why user

john does not have access to the favorite report for the *Default* zone.

- If a favorite report has been allowed **Public** access, then users whose monitoring scope does not include the component/segment/service/zone for which the report was generated will not be allowed access to that favorite.

- **Share:** On the other hand, if you choose the **Share** option from the **Sharing** list, then you can pick and choose the users who need to be granted access to that view. To map users to a view, do the following:

  - Select the users to be granted access from the **Available Users** list box.
  - Then, click on **Grant** to grant the selected users access to the favorite. Doing so shifts the selection to the **Selected Users** list.
  - To revoke the access permission granted to a user, you can select the user from the **Selected Users** list, and click the **Revoke** button.
  - Finally, click on **Update** to save the changes.

Note:

- Assume that a *Zone* report for a *Default* zone was added to **FAVORITES**. Say, a zone named *MyZone* was later created, to which 2 independent components were added. A *user* named *john* was also created, who was granted monitoring rights to *MyZone* alone. This means that user *john* can monitor only the 2 independent components that are part of *MyZone*. Also, assume that this user was allowed **Share** access to the favorite report for the *Default* zone.

  However, when user *john* logs into eG Reporter, he will find that he is not able to view the favorite report for the *Default* zone that was shared with him. This is because, for user *john*,a *Default* zone does not exist. eG Enterprise automatically creates a *Default* zone only when the target environment consists of **components that are not part of any other zone**. User *john's* environment however consists of only the 2 independent components that are already part of *MyZone*; this eliminates the need for a *Default* zone, and thus explains why user *john* does not have access to the favorite report for the *Default* zone.

- If a user is allowed **Share** access to a favorite report, but he/she does not have the privilege to monitor the component/segment/service/zone for which the report was originally generated, then the user will not be able to access the report, in spite of the **Share** access.

Note:

- A user without access to **eG Reporter** cannot view any of the favorites shared with him/her.
- A favorite can be deleted only by the user who creates it. The shared users on the other hand, can only view the favorites, and cannot delete them.

3. Finally, click on **SAVE** to save the favorite.
4. When this is done, the following message (see Figure 2.20) will appear indicating that the **Report Name** has been automatically added to the **FAVORITES** list.

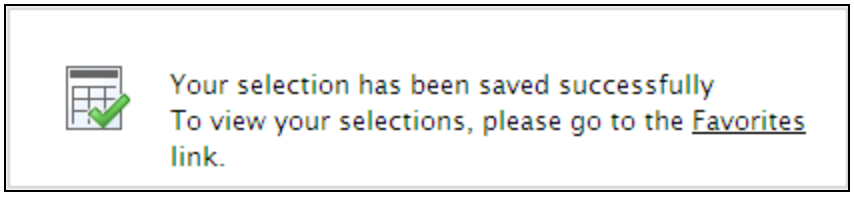


Figure 2.20: A message stating that the Report Name has been saved successfully

5. Clicking on the **View Favorites** option from the **FAVORITES** tile of the eG Reporter will reveal a list of **FAVORITE NAME** comprising of report conditions saved for future use (see Figure 2.21). Note that this page will also appear if the **Favorites** link in Figure 2.20 is clicked. If too many favorites are listed in this page, you can quickly search for a particular favorite using the **Favorite Search** text box in this page. Specify the whole/part of the favorite name to search for in the **Search** text box, and click the button adjacent to it. All favorite names that embed the specified string will then appear in this page.

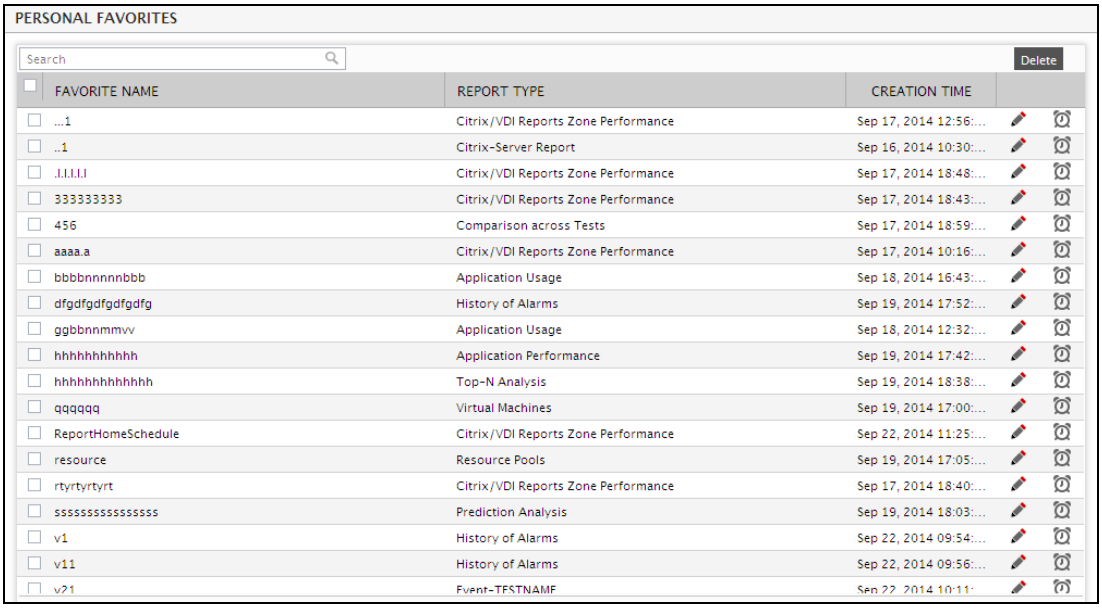


Figure 2.21: List of Report Names

6. If other users have shared their favorites with you, then details of those favorites will be listed separately in the **Favorites Shared by other Users** section as depicted in the Figure 2.21. This section provides the name of the shared favorite. Against every **FAVORITE NAME**, it displays the user who originally created the favorite and shared it with the current user in the **SHARED BY** column. The report type of the favorite is listed in the **REPORT TYPE** along with the time at which the favorite was created in the **CREATION TIME**. To hide the unnecessary shared favorites select the favorite you want to hide by providing a checkmark in the corresponding check boxes. Now click on **Hide Selected Favorites**. Doing so ensures that the chosen favorite as hidden.

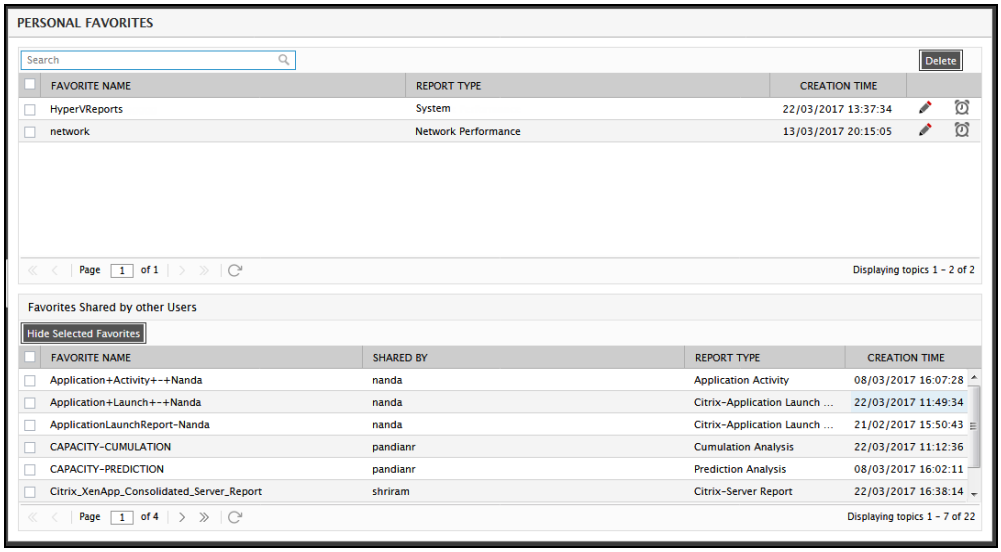


Figure 2.22: Selecting the favorites to be hidden

7. If the favorites run across multiple pages, then a **Page** text box will be available at the bottom of every page. To go to a particular page, specify the page number in the text box and click on **Enter** button in your keyboard. Page navigation can also be performed using the arrow buttons available at the bottom of every page (see 2.3). The purpose of each arrow button is explained below:

Button	Purpose
«	Click to go to the first page
‹	Click to go to the previous page
»	Click to go to the last page
›	Click to go to the next page

8. To reuse a favorite, the user would just have to click on the **FAVORITE NAME** displayed in 2.3. Upon clicking, 2.3 will reappear. To delete a favorite, just select the check box before the favorite to be deleted (see 2.3), and then, click the **DELETE** button. To select all the favorites in a page for deletion, select the check box adjacent to the **FAVORITE NAME** at the top of the page.

Chapter 3: Report Configuration

For enhanced historical reports and analysis, eG Enterprise includes an optional eG Reporter solution. The eG Reporter offers comprehensive pre-canned and customizable reports of the availability, performance, and usage of the target infrastructure.

Basically, a few reports like the Executive, Comparison, and Snapshot reports do not require configuration by the eG administrator. All other reports generated by the eG Enterprise suite requires configuration. The **Reporter** option of the **Settings** tile that appears when the icon against the **Admin** tab is clicked, permits administrators to customize the reports. This option comprises of the following sub-menus:

- Default Reports
- Specific Reports
- User Reports
- Consolidated Reports
- Capacity Planning Reports

eG Enterprise includes a number of pre-canned operation report templates. These templates define the set of metrics that are plotted together on the same timeline for cross-correlation and analysis. The menu options listed above provide various ways of overriding the defaults.

3.1 Default Reports

This option provides a way for an administrator to refine the default report templates provided with eG Enterprise. To configure default reports, first, select the **Default Reports** option by following the menu sequence: Admin -> Settings -> Reporter. Doing so will reveal the following page (see Figure 3.1).

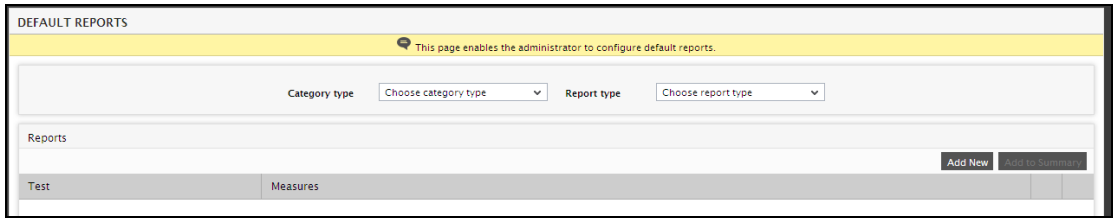


Figure 3.1: The eG Default Reports page

Clicking the **Add New** button in Figure 3.1 will reveal Figure 3.2 using which you can add the measures of your choice for configuring the report templates.

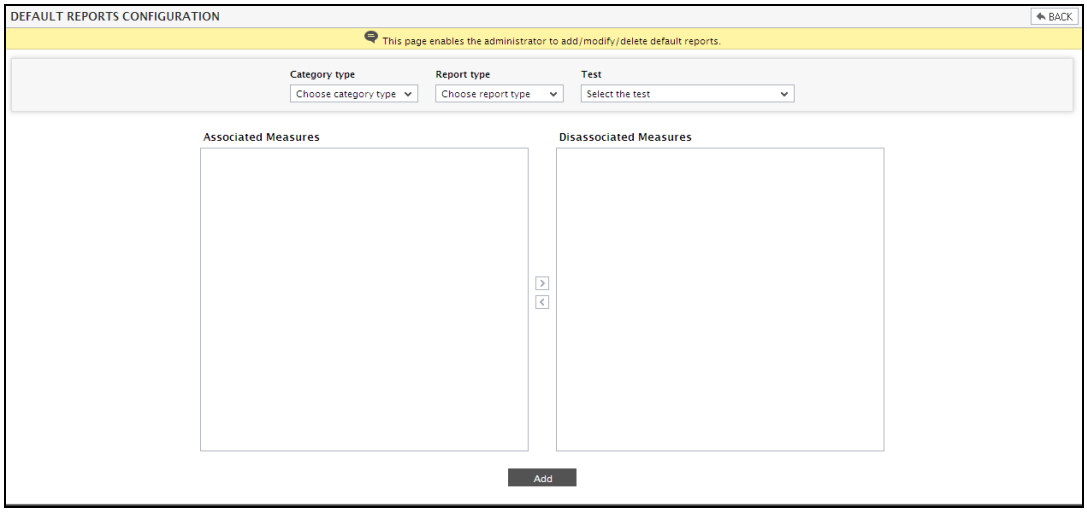


Figure 3.2: The Default Report Configuration page

In order to provide the users with adequate insight into the performance of the critical network, server, and application tiers of their infrastructure, the eG Reporter further classifies operations reports as **Network**, **System**, **Application** and **Site**. The sections to come will discuss each of these classifications at length.

Network Reports

Operations reports targeting the network tier of an infrastructure are classified as Network Reports. To generate default **Network Reports** using Figure 3.1, do the following:

1. Select **Network** as the **Category type** (see Figure 3.3).
2. Select a **Report type** from the list box (see Figure 3.3). The options to choose from include:
   - **Measure**: Measurement reports depict various measurement values plotted with time of day. The time period for these reports can be configured by the user.
   - **Summary**: Summary reports highlight the service levels of different measurements (i.e., the % of time a measurement was in compliance with its threshold). The service levels can be assessed on an hourly, daily, or monthly basis.
3. Next, to select the measures for which a report of the selected type is to be generated, first, choose the **Test** that generates the measures (see Figure 3.3).
4. Upon selection, all the measures associated with the selected test will appear in the

Disassociated Measures list (see Figure 3.3).

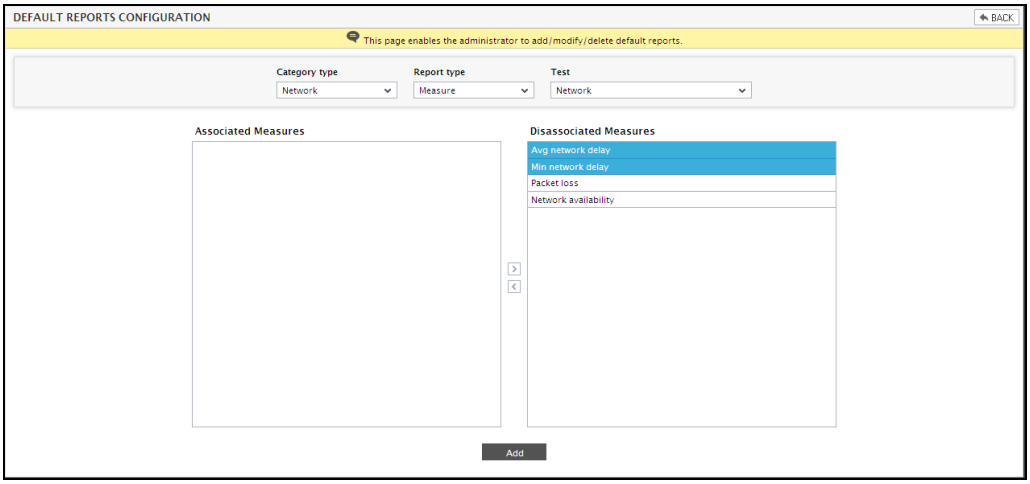


Figure 3.3: Measures associated with the selected test

5. Then, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated. Next, click on the **<** button to transfer the selected measures to the **Associated Measures** list. Finally, click on the **Add** button. This ensures that reports of the selected type are generated for the measures available in the **Associated Measures** list. Figure 3.3, Figure 3.4, and Figure 3.5 depict this process clearly.

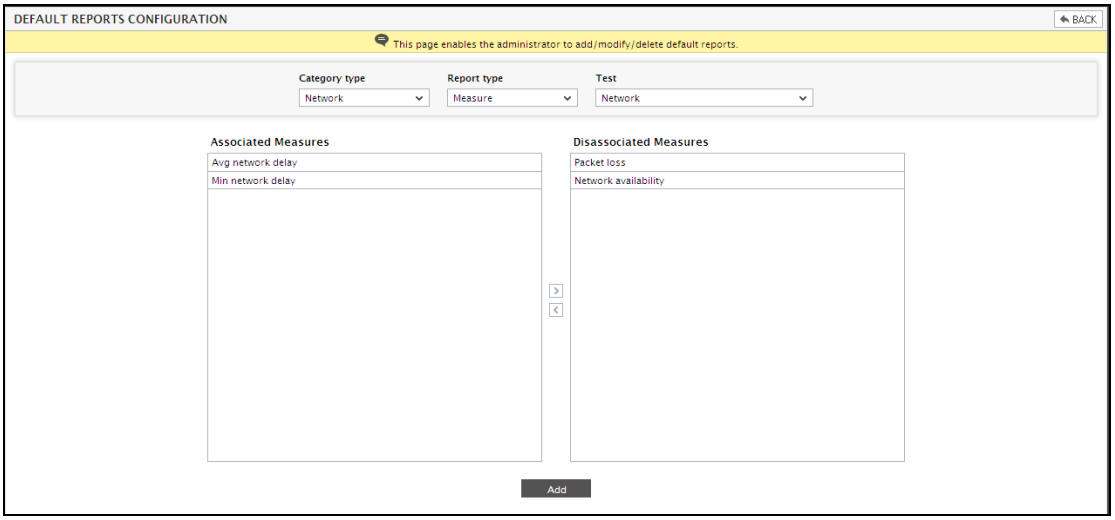


Figure 3.4: Associating the measures with the specified report type

Figure 3.5: Updating the association for a default network report

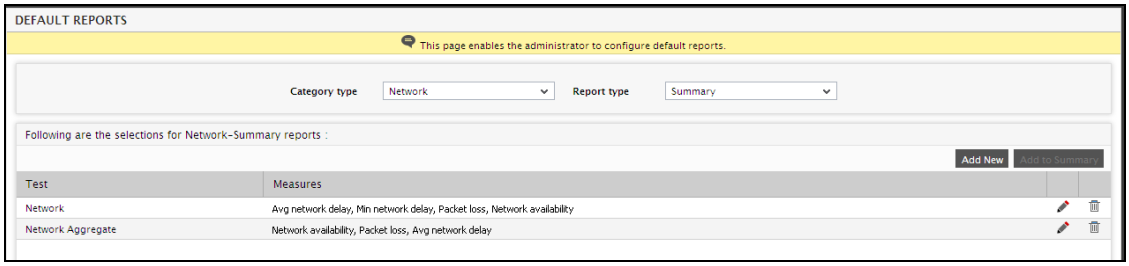


Figure 3.6: Configuring a default network summary report

6. Upon updating, the associated measures will be displayed as indicated by Figure 3.5. In the example depicted by Figure 3.6, Avg network delay and Min network delay are the measures that have been chosen for generating default **Network-Measure** reports. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button in Figure 3.5.
7. However, in our example, the Avg network delay, Min network delay, Availability, and Packet loss are the measures that have been chosen for generating default **Network-Summary** reports (see Figure 3.5).
8. Settings so updated can be deleted using the button.
9. Clicking the icon against the Test section will help you modify your selection. Figure 3.4 will then appear. Now, to disassociate the measures of your choice, select them from the Associated Measures list, click on the **>** button, and finally, click on the **Add** button.

System Reports

This category illustrates various reports of operating-system level metrics such as CPU, memory, and disk usage.

For configuring reports of the **System** category, select the **System** option and proceed in the same manner as discussed above. Figure 3.7 depicts the process.

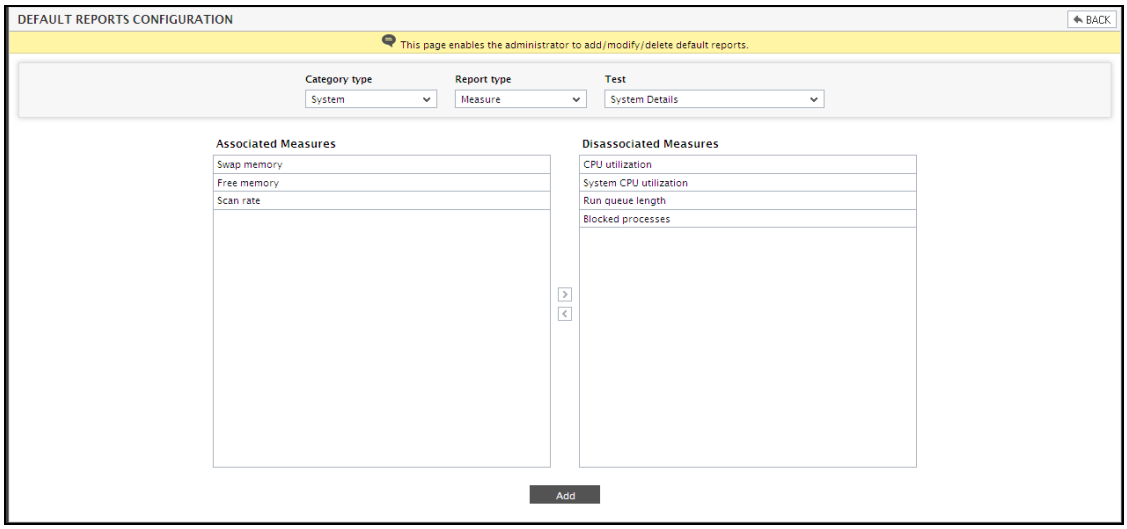


Figure 3.7: Specifying the measures for which default system reports are to be generated

In the example illustrated by Figure 3.7, note that three measures pertaining to the System Details test, namely, Swap memory, Free memory and Scan rate, have been chosen for generating **System-Measure** reports. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button in Figure 3.5.

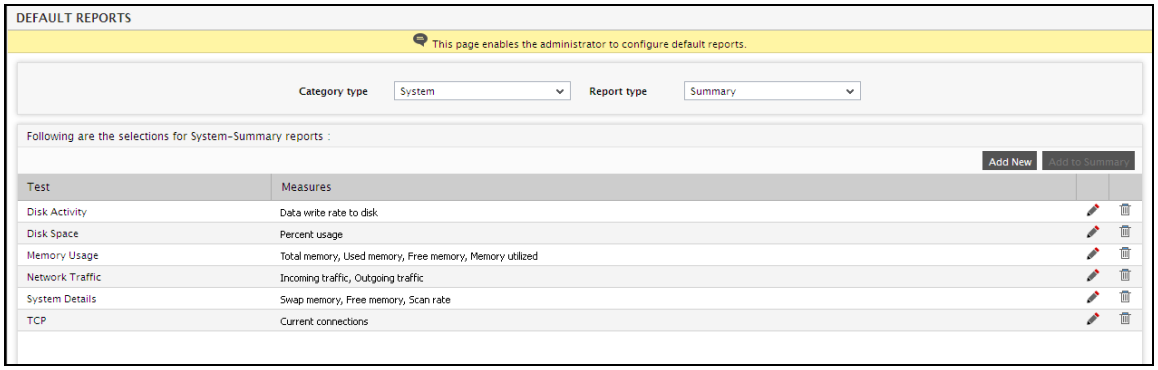


Figure 3.8: Clicking the Add to Summary button for generating the System Summary Reports

Application Reports

Application reports offer insights into an application's performance. Different reports can be configured and provided for each application.

For configuring reports belonging to the **Application** category, select the **Application** option and proceed as follows:

1. Select a **Report type** from the list box (see Figure 3.9).
2. Then, for generating reports for measures associated with a particular component type, select a type of component from the **Component type** list box (see Figure 3.9).
3. The **Test** list box will then be populated with all the tests associated with the selected component type. From this list box, select the test that generates the measures for which reports are required (see Figure 3.9).
4. Once a test is selected, all the measures associated with the selected test will appear in the **Disassociated Measures** list (see Figure 3.9).
5. Then, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated (see Figure 3.9). Next, click on the **<** button to transfer the selected measures to the **Associated Measures** list. Then, click on the **Add** button. This ensures that reports of the selected type for the chosen component type are generated for the measures available in the **Associated Measures** list (see Figure 3.9).
6. Similarly, measures associated with multiple tests can be chosen for report generation (see Figure 3.10). Finally, click on the **Update** button.

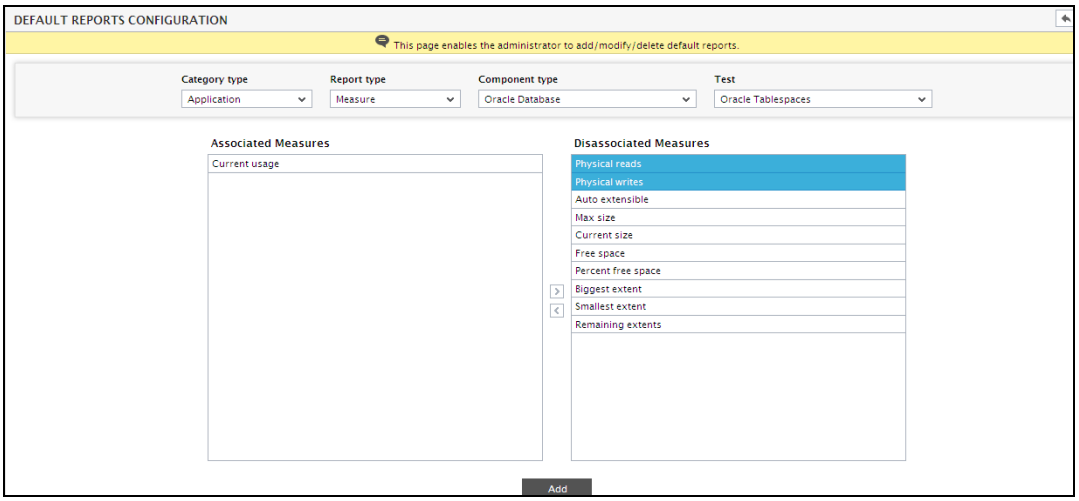


Figure 3.9: Specifying the measures for which default application reports are to be generated

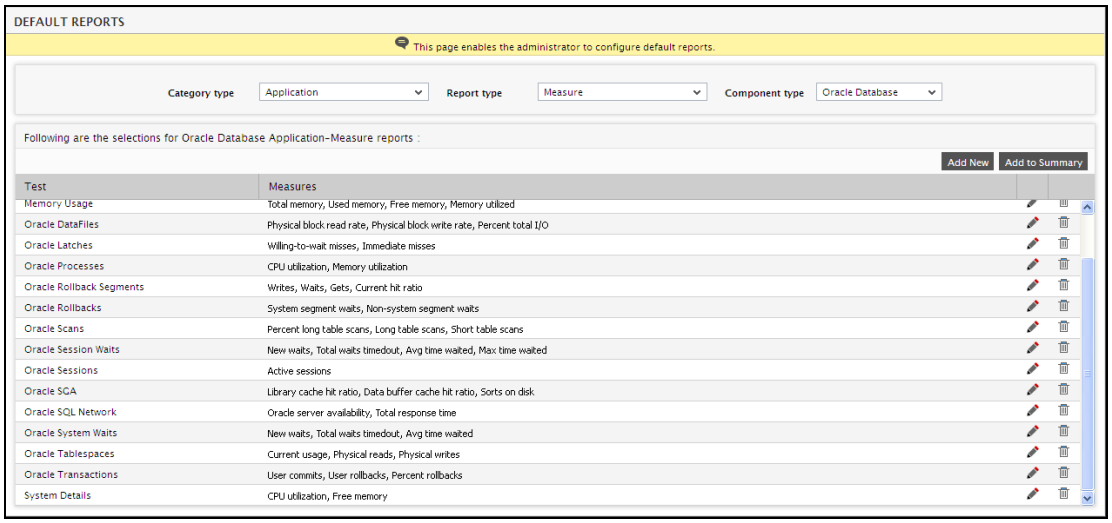


Figure 3.10: List of measures for which default application reports are to be generated

7. In the example illustrated by Figure 3.9 and Figure 3.10, note that a host of measures for the tests related to the Oracle Database have been included along with the Physical writes and Physical reads measure associated with the Oracle TableSpaces test, for generating default **Application-Measure** reports. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button in Figure 3.10.
8. Settings so updated can be deleted using the button.
9. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

Site Reports

Performance metrics relating to different web sites can be plotted in the **Site** category.

For configuring reports belonging to the **Site** category, select the **Site** option and proceed in the same manner as discussed for **Network** reports. Figure 3.11 depicts this process.

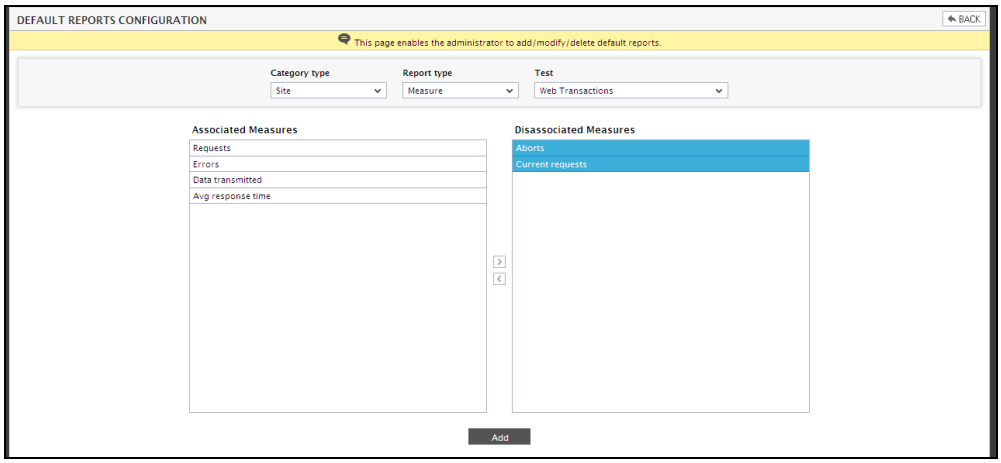


Figure 3.11: Specifying the measures for which default service reports are to be generated

According to Figure 3.11, two measures pertaining to the Web Transactions test, namely, Aborts and Current requests measures, have been chosen for generating default **Site-Measure** reports. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button in Figure 3.12.

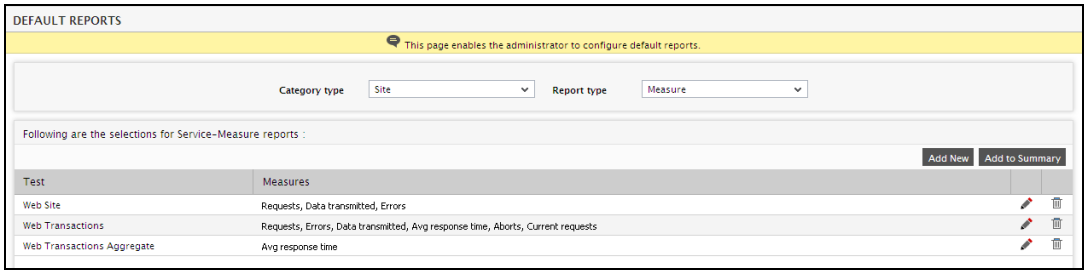


Figure 3.12: Adding the measures to generate the Site specific Summary reports

3.2 Specific Reports

In many cases, an administrator may want to specify a different set of metrics for each component being managed. For example, the reports for the Oracle Database server running on the production server could be different from that running on the staging server. Such reports that are specific to a particular component/application/site are known as **Specific Reports**. To configure specific reports, select the **Specific** option from the **Reports** sub-menu of the **Configure** menu. Like **Default Reports**, **Specific Reports** can also be categorized as **Network**, **System**, **Application** and **Site**.

Network Reports

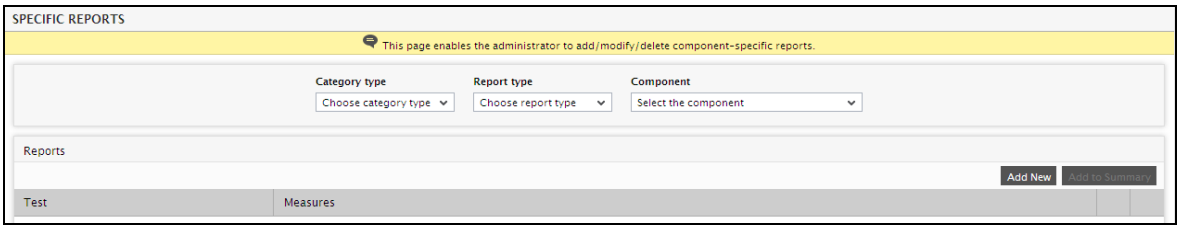


Figure 3.13: The eG Specific Reports page

Then, clicking the Add New button in Figure 3.13 will lead you to Figure 3.14. From Figure 3.14, configure the following:

1. For configuring reports belonging to the **Network** category, choose the **Network** option from Figure 3.14.
2. Select a **Report type** from the list box (see Figure 3.14).
3. Then, from the **Component** list box that lists all the managed components in the environment, select the **Component** for which reports are to be generated (see Figure 3.14).
4. Once a **Component** is selected, all the measures that were previously associated (if any) with the given combination of **Category type, Report type**, and **Component**, will be displayed.
5. Next, to select the measures for which a report of the selected type is to be generated, first, choose the **Test** that generates the measures. The **Test** list box will list all those tests that are applicable to the selected **Component** (see Figure 3.14).
6. Upon selection of a test, all the measures associated with the selected test, but which are not yet associated with the given **Category type, Report type**, and **Component** combination, will appear in the **Disassociated Measures** list (see Figure 3.14).

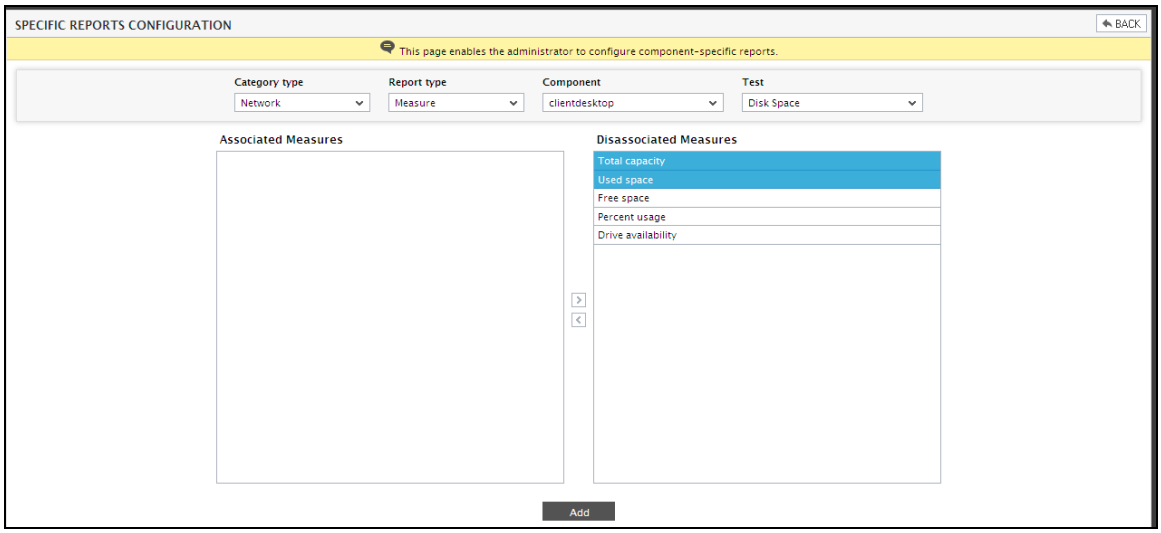


Figure 3.14: Configuring specific network reports

7. Now, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated. Next, click on the < button to transfer the selected measures to the **Associated Measures** list (see Figure 3.15).

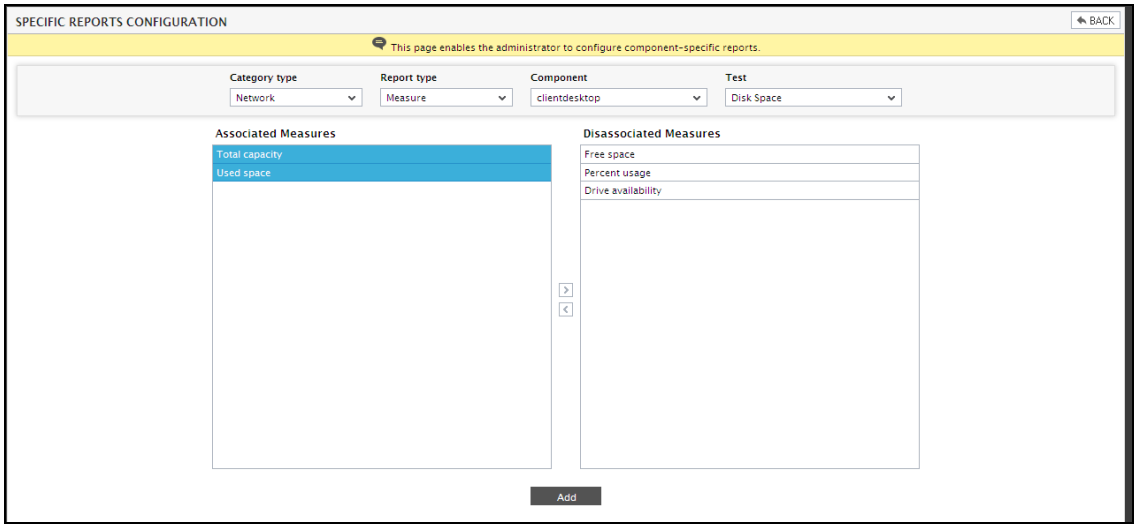


Figure 3.15: Associating the Measures for configuring the Network Specific reports

8. This ensures that **Network Reports** of the selected **Report type** for the chosen **Component** are generated for each of the measures present in the **Associated Measures** lists. In the example illustrated by Figure 3.15, all the measures associated with the Network test have been chosen for generating network reports for the component Client Desktop. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button.

9. Settings so updated can be deleted using the button.

10. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

System Reports

For configuring reports of the **System** category, select the **System** option and proceed in the same manner as discussed above. Figure 3.16 depicts this process.

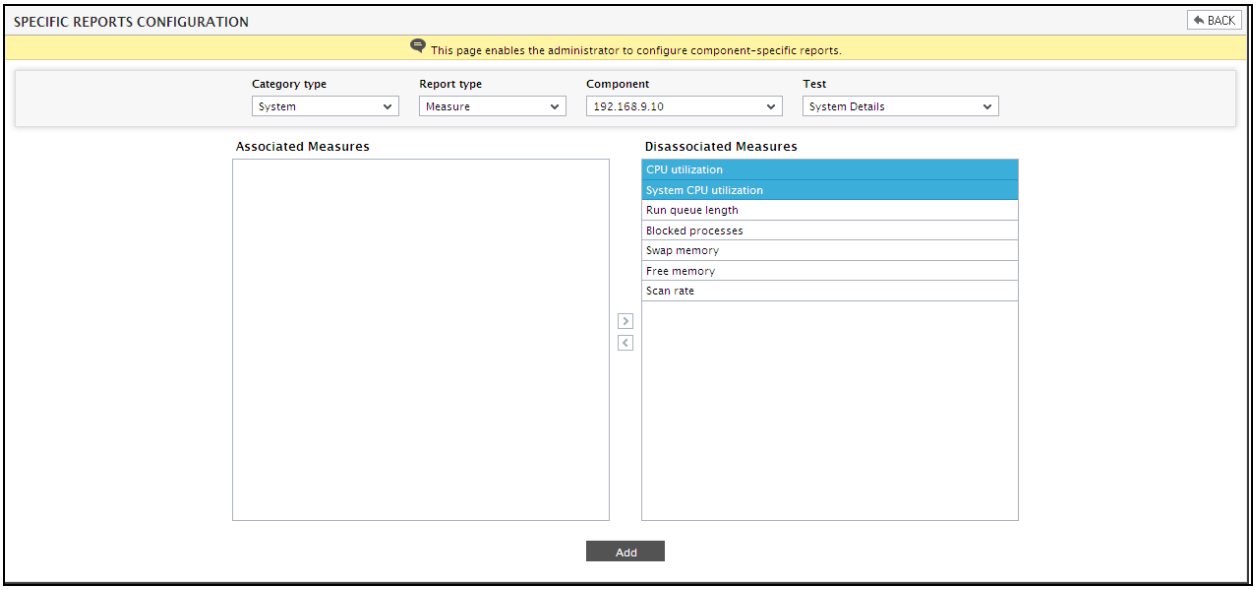


Figure 3.16: Configuring specific system reports

According to Figure 3.16, the CPU utilization and System CPU utilization measures of the System Details test have been chosen for generating specific **System-Measure** reports for the component 192.168.9.10. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button.

Application Reports

For configuring reports belonging to the **Application** category, select the **Application** option (see Figure 3.17). Then, proceed as follows:

1. Select a **Report type (Measure/Summary)** from the list box (see Figure 3.17).
2. Then, for generating reports for measures associated with a particular component type, select a **Component type** (see Figure 3.17).

3. Then, from the **Component** list box that lists all the managed components of the selected **Component type**, select the **Component** for which reports are to be generated (see Figure 3.17).
4. Once this is done, all the measures that have already been associated (if any) with the given combination of **Category type**, **Report type**, **Component type**, and **Component**, will be displayed.
5. Also, the **Test** list box will be populated with all the tests associated with the **Component**. From this list box, select the test that generates the measures for which reports are required (see Figure 3.17).
6. Once a test is selected, all the measures associated with the selected test will appear in the **Disassociated Measures** list.
7. Now, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated. Next, click on the < button to transfer the selected measures to the **Associated Measures** list (see Figure 3.17).
8. Similarly, measures associated to multiple tests can be configured for a single report (see 3.2).

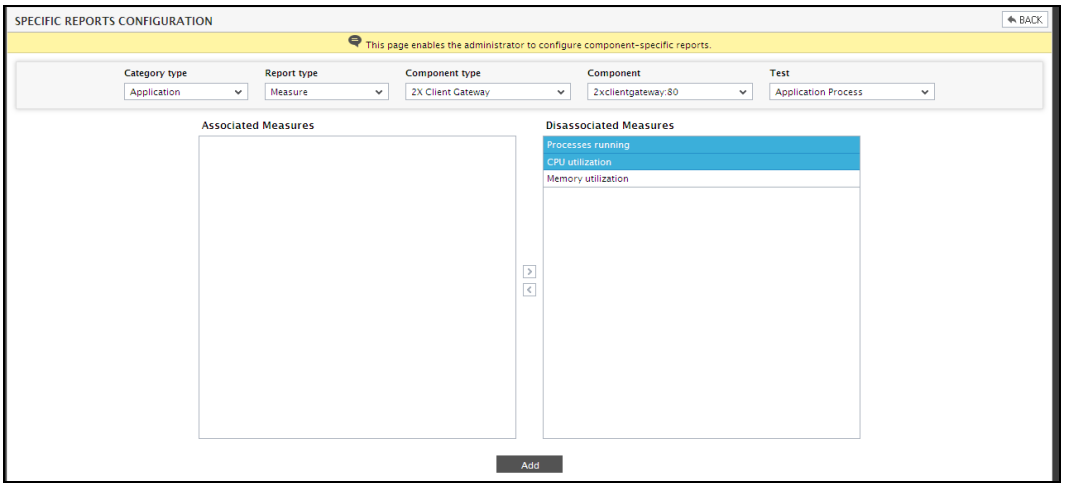


Figure 3.17: Associating the measures of the Application Process test

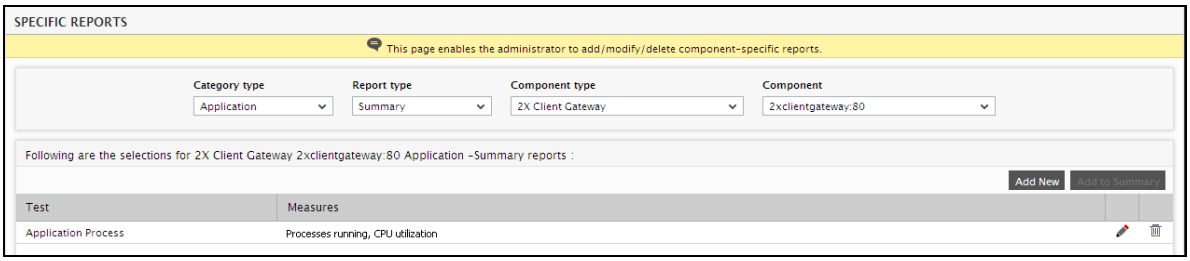


Figure 3.18: Associating the measures of the Application Processes test

9. This ensures that **Application Reports** of the selected **Report Type** for the chosen **Component** are generated for each of the measures picked from the **Associated Measures** list. In the example illustrated by Figure 3.17 and 3.2, note that the Processes running anf CPU utilization have been chosen for generating specific **Application-Measure** reports. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button in 3.2.
10. Settings so updated can be deleted using the button.
11. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

Site Reports

For configuring reports belonging to the **Site** category, select the **Site** option (see Figure 3.19). Then, proceed as follows:

1. Select a **Report type** (**Measure/Summary**) from the list box (see Figure 3.19).
2. Then, for generating reports for measures associated with a particular site, select a site from the **Sites** list box (see Figure 3.19).
3. Once this is done, all the measures that have already been associated (if any) with the given combination of **Category type**, **Report type**, and **Site**, will be displayed.
4. Also, the **Test** list box will be populated with all the tests associated with the site. From this list box, select the test that generates the measures for which reports are required (Figure 3.19).
5. Once a test is selected, all the measures associated with the selected test will appear in the Disassociated Measures list.
6. Now, from the Disassociated Measures list, select the measures for which reports of the selected type are to be generated. Next, click on the **<** button to transfer the selected measures to the Associated Measures (see Figure 3.19) list.

7. Finally, click on the **Update** button.

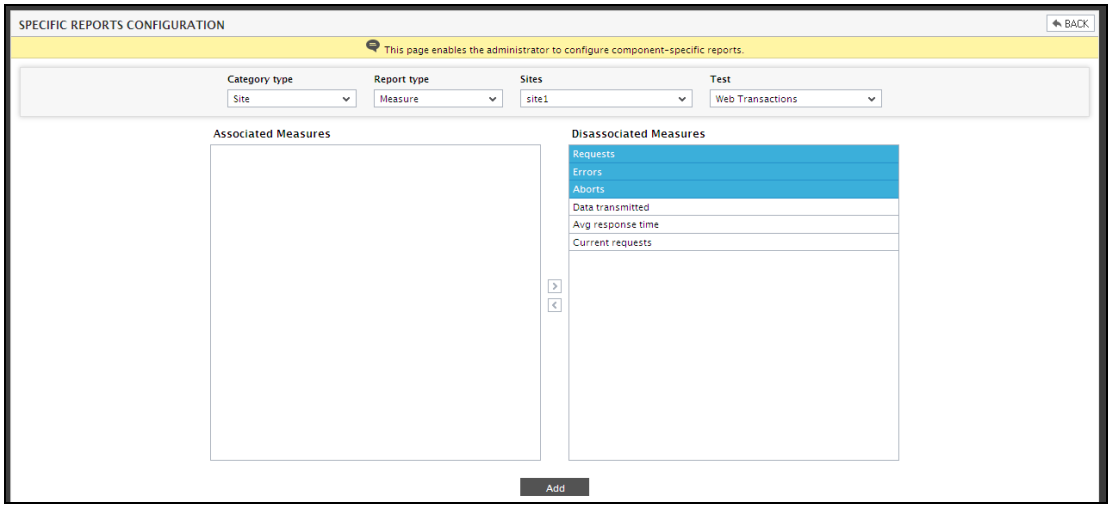


Figure 3.19: Configuring specific site reports

8. This ensures that **Site Reports** of the selected **Report type** for the chosen site are generated for each of the measures available in the **Associated Measures** list (see Figure 3.19). According to Figure 3.19, the Errors, Requests and Aborts measures associated with the Web Transactions test has been chosen for generating specific **Site-Measure** reports for the site1. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button.
9. Settings so updated can be deleted using the button.
10. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

3.3 User Reports

The eG manager also provides administrators the ability to define reports for individual users. To define a user report, select the **UserReports** option from the **Reporter** menu of the **Settings** tile in the eG administrative interface. Like **Default Reports**, **User Reports** can also be categorized as **Network**, **System**, **Application** and **Site**.

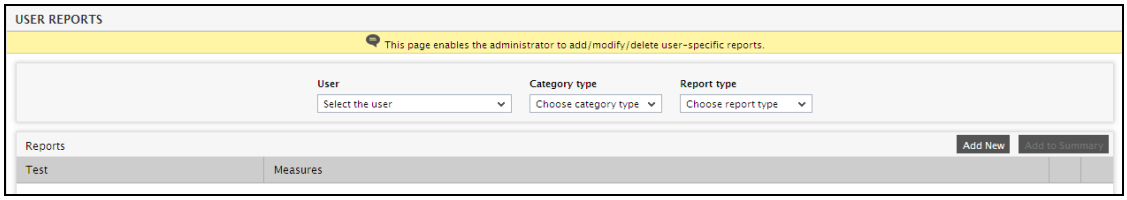


Figure 3.20: The eG User Report configuration

Network Reports

For configuring **Network** reports, do the following:

1. Click **Add New** option from Figure 3.20.
2. From Figure 3.21 that appears, select a user from the **User** list.
3. Next, select the **Network** option (see Figure 3.21).
4. Then, select a **Report type** from the list box (see Figure 3.21).
5. Next, to select the measures for which a report of the selected type is to be generated, first, choose the **Test** that generates the measures (see Figure 3.21).
6. Upon selection of a test, all the measures associated with the selected test, but which are not yet associated with the given **User**, **Category type**, and **Report type** combination, will appear in the **Disassociated Measures** list.
7. Now, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated. Next, click on the **<** button to transfer the selected measures to the **Associated measures** list (see Figure 3.21).

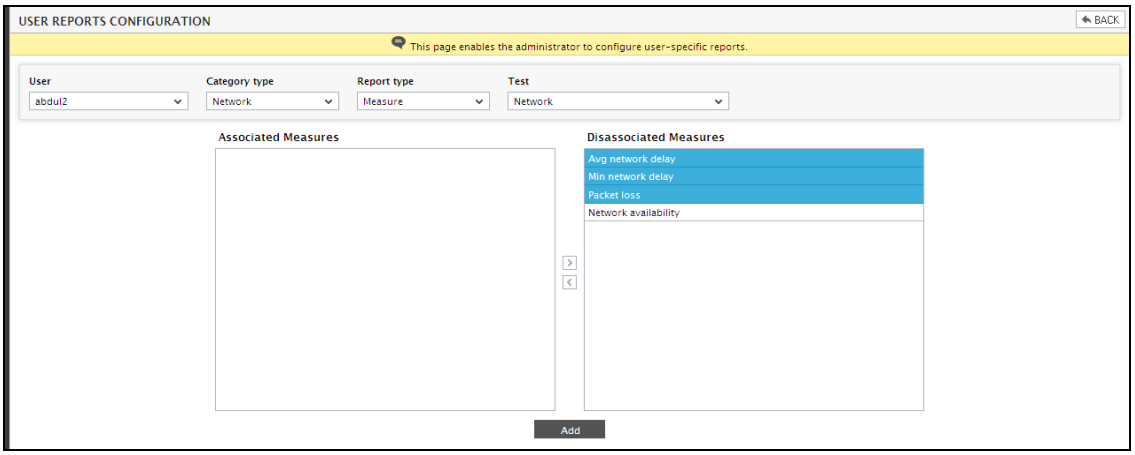


Figure 3.21: Configuring user network reports

8. Now, whenever the chosen user logs into the eG Reporter and attempts to generate **Network Reports** of the selected **Report type**, the same will be generated for each of the measures available in the **Associated Measures** list. In the example illustrated by Figure 3.21, note that the Avg network delay, Min network delay and Packet loss measures associated with the Network test have been chosen for generating Network reports for the user *abdul2*. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button in Figure 3.20.

9. Settings so updated can be deleted using the button.
10. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

System Reports

For configuring reports of the **System** category, select the user from the **User** list, choose the **System** option and then proceed in the same manner as discussed for Network reports.

Application Reports

For configuring reports belonging to the **Application** category, do the following:

1. Select a user from the **User** list (see Figure 3.22).
2. Then, choose the **Application** option.
3. Then, select a **Report type** (**Measure/Summary**) from the list box (see Figure 3.22).
4. Next, for generating reports for measures associated with a particular component type, select a **Component type**.
5. Then, from the **Component** list box that lists all the managed components of the selected **Component type**, select the **Component** for which reports are to be generated (see Figure 3.22).
6. Also, the **Test** list box will be populated with all the tests associated with the **Component**. From this list box, select the test that generates the measures for which reports are required (see Figure 3.22).
7. Once a test is selected, all the measures associated with the selected test will appear in the **Disassociated Measures** list (see Figure 3.22).
8. Now, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated. Next, click on the < button to transfer the selected measures to the **Associated Measures** list (see Figure 3.22).

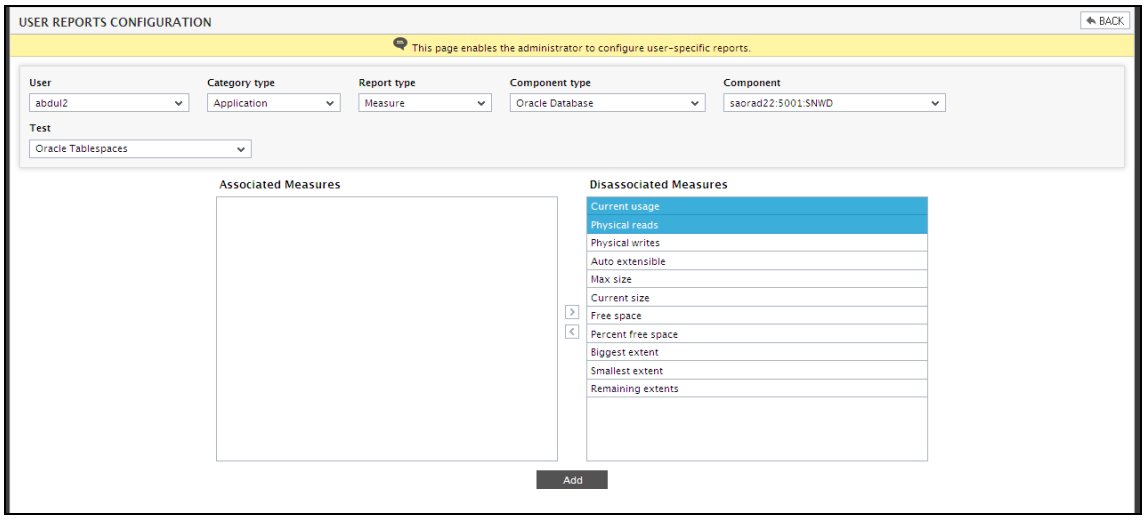


Figure 3.22: Configuring user application reports

9. Now, whenever the chosen user logs into the eG Reporter and attempts to generate **Application Reports** of the selected **Report type**, the same will be generated for each of the measures picked from the **Associated Measures** list. In the example illustrated by Figure 3.22, the Current usage and Physical reads measure of the Oracle Tablespaces test has been selected for generating **Application-Measure** reports for the user abdul2. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button.
10. Settings so updated can be deleted using the button.
11. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

Site Reports

For configuring reports belonging to the **Site** category, do the following:

1. Select a user from the **User** list (see Figure 3.23).
2. Next, select the **Site** category type (see Figure 3.23).
3. Then, select a **Report type (Measure/Summary)** from the list box (see Figure 3.23).
4. Once this is done, all the measures that have already been associated (if any) with the given combination of **Category type**, and **Report type**, and **User** will be displayed.
5. Also, the **Test** list box will be populated with all the tests associated with the site. From this list box, select the test that generates the measures for which reports are required (see Figure 3.23).

6. Once a test is selected, all the measures associated with the selected test will appear in the **Disassociated Measures** list (see Figure 3.23).
7. Now, from the **Disassociated Measures** list, select the measures for which reports of the selected type are to be generated. Next, click on the < button to transfer the selected measures to the **Associated Measures** list (see Figure 3.23).
8. Finally, click on the **Add** button.

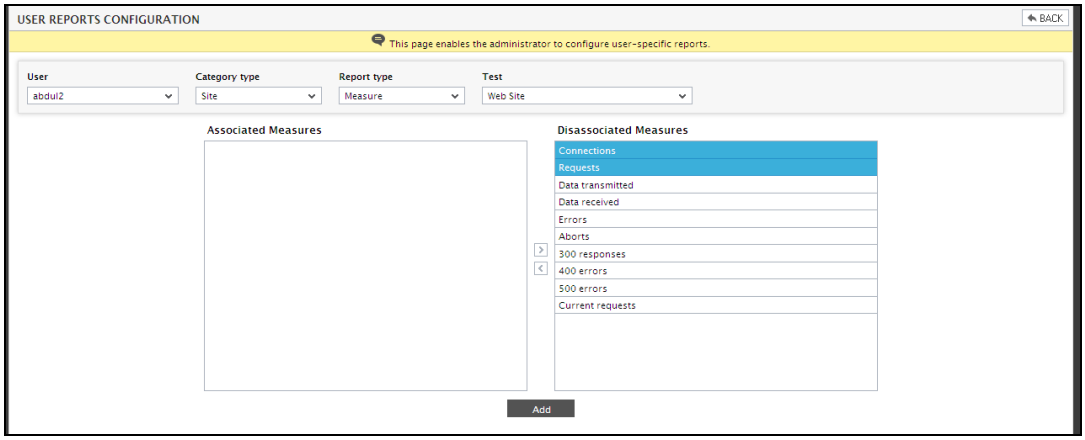


Figure 3.23: Configuring user-specific service reports

9. In the example illustrated by Figure 3.23, the Connections and Requests measures have been chosen for generating **Site-Measure** reports for user abdul2. If summary reports are to be generated for the same set of measures, then click on the **Add to Summary** button.
10. Settings so updated can be deleted using the button.
11. Now, to disassociate the measures, select them from the **Associated Measures** list, click on the **>** button, and finally, click on the **Add** button.

Note:

User report specifications get the highest precedence, followed by component-specific reports. Default report settings come into effect if neither user nor specific reports apply.

3.4 Consolidated Reports

The **Consolidated Analysis** reports option that the eG Reporter includes, provides a bird's eye view of infrastructure performance. While detailed graphs are ideal for analyzing performance of one server or application or device in detail, what IT operators of large infrastructures need to be able to see is a quick comparison of performance across the servers in their infrastructure.

The comparison should span multiple metrics so that the IT operators can get at a glance consolidated view of their infrastructure. The consolidated reports option addresses this requirement. Using this capability, IT operators can quickly determine if there are hot-spots in their infrastructure, whether the load balancing is working as expected, etc. Comparison of these reports over time can provide key indications regarding performance trends.

eG enterprise uses the grouping of servers as a **Zone** to define the scope of a consolidated report. Choosing the **Zone** option, allows a consolidated report to be defined comparing all the servers in the Zone. The **Server** option summarizes the performance of one of the components of the infrastructure.

Besides the above, eG Reporter provides the Citrix / VDI Reports category that addresses the unique monitoring requirements of thin client environments. This category provides valuable insights into different aspects of a thin client infrastructure's performance.

In order to enable you to focus on the critical/hyper-sensitive attributes of server/zone performance, eG Enterprise allows you the flexibility to choose the measures that are to be displayed in a **Zone** or **Server Consolidated Report**. In addition, the default **Time period**, **Timeline**, and **Weekend** settings for **Consolidated** and **Thin Client** reports can also be set.

To achieve the above, do the following:

1. Select the **Consolidated Reports** option from the **Reporter** menu of the **Settings** tile in the eG administrative interface.
2. Select a **Report type** from Figure 3.24 that appears. By default, **Zone** is selected. The other options are: **Server**, **Thin Client Session**, **Thin Client Application**, and **Thin Client User**. The Thin Client reports are relevant for Citrix and Terminal server environments.

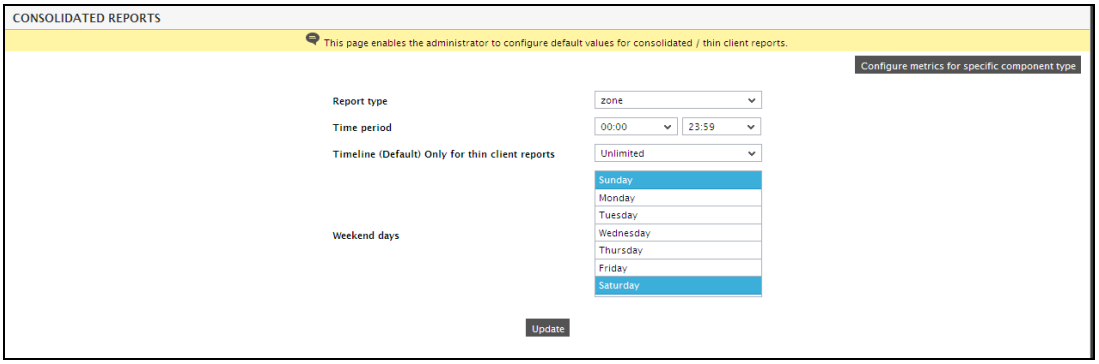


Figure 3.24: Defining the Consolidated and Citrix/VDI Report Defaults

3. Next, indicate the default **Time period** that is to be set for the chosen **Report type**.

4. Similarly, the default **Timeline** setting for the **Report type** can also be specified. However, this setting applies to **Thin client reports only**.
5. Additionally, from the **Weekend days** list, you can select the days of the week that constitute a "weekend".
6. To save the configurations, click on the **Update** button in Figure 3.24.
7. Next, proceed to configure the measures to be displayed in the **Consolidated Reports**, by clicking on the **Click here** hyperlink at the top of Figure 3.24.
8. Figure 3.25 then appears. First, select the **Report type** (the options are **Zone** and **Server**) for which measures are to be configured. The default selection is **Zone**. If the **Report Type** is **Zone**, then follow the steps given below:

    - Choose the **Component type** for which the **Zone** report is to be generated. By default, the **Default (All Components)** option is chosen here.

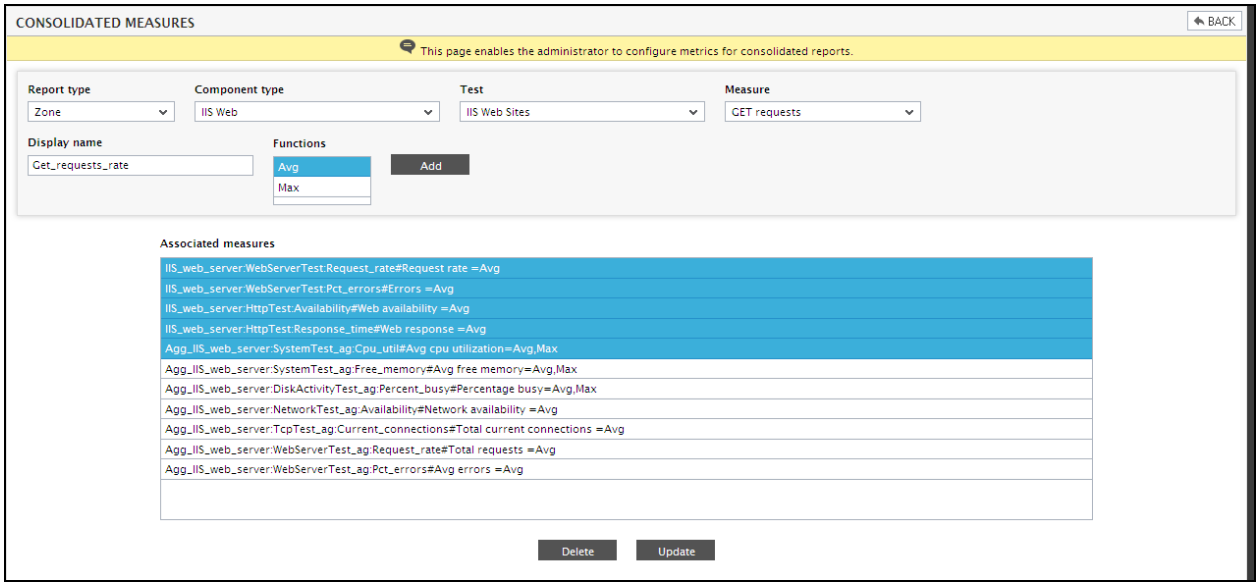


Figure 3.25: Selecting the measures to be displayed in a Consolidated Zone report

- Next, select the **Test** to which the measures to be displayed in the report pertain.
- Choose a **Measure** and provide a **Display name** for the measure in the report. If a **Display name** is not provided, then the **Measure** name automatically becomes the **Display name**.

  Note:

  Measures that are associated with the **Default (All Components)** option will not be available for selection while configuring measures for any other **Component type**.

- Then, pick the functions to be applied to the values of the chosen **Measure**. Multiple functions can be simultaneously selected. By default, the *Avg* and *Max* functions are available for selection. To add more functions to the list, do the following:
  - Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
  - By default, the **Function** list in the **[ZONE_REPORT]**section of the file will be set to **Avg** and **Max**. You can, if you so desire, append more functions to the list, or remove any of the existing functions.
  - Finally, save the file.
- Finally, add the specification by clicking on the **Add**button. The complete specification will then get added to the **Associated Measures** list. Similarly, multiple specifications can be added to the list.
- For the default **Component type**, **Default (All Components)**, a few specifications pre-exist in the **Associated Measures**list (see Figure 3.26). You can add more measures to this list, if required. This default list automatically applies to all managed component-types. If measures are configured for a particular component-type, then such measure configurations will only be appended to the default configurations.

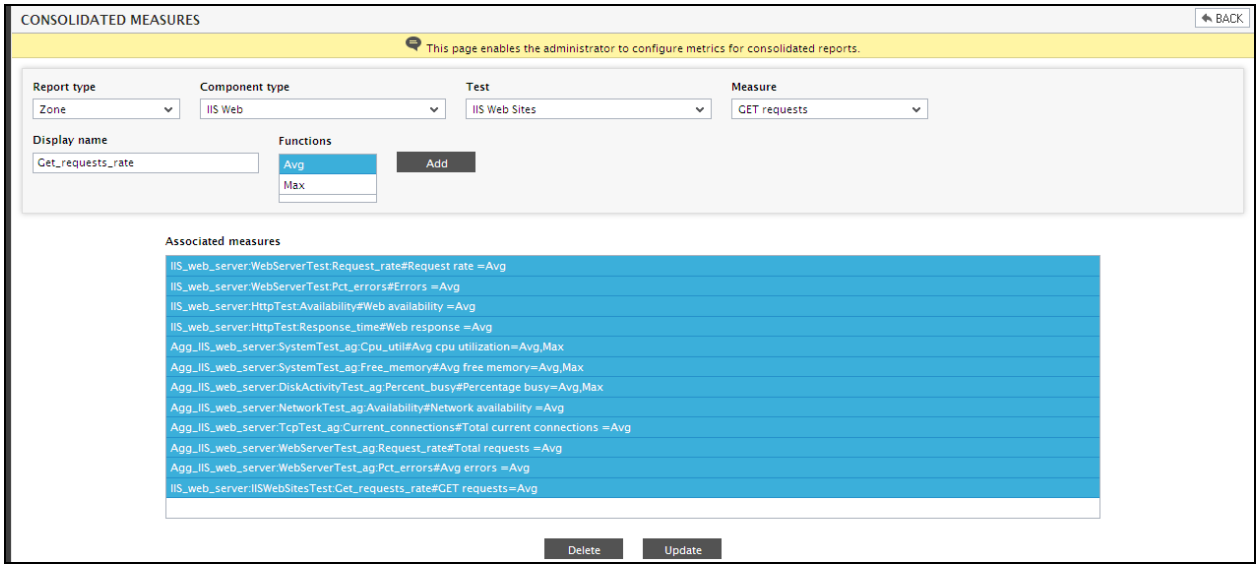


Figure 3.26: Measures associated with the Default Component type

9. Now, if the **Report type** is **Server**, then proceed in the following manner:

- Select the **Test** to which the measures to be displayed in the report pertain (see Figure 3.27).

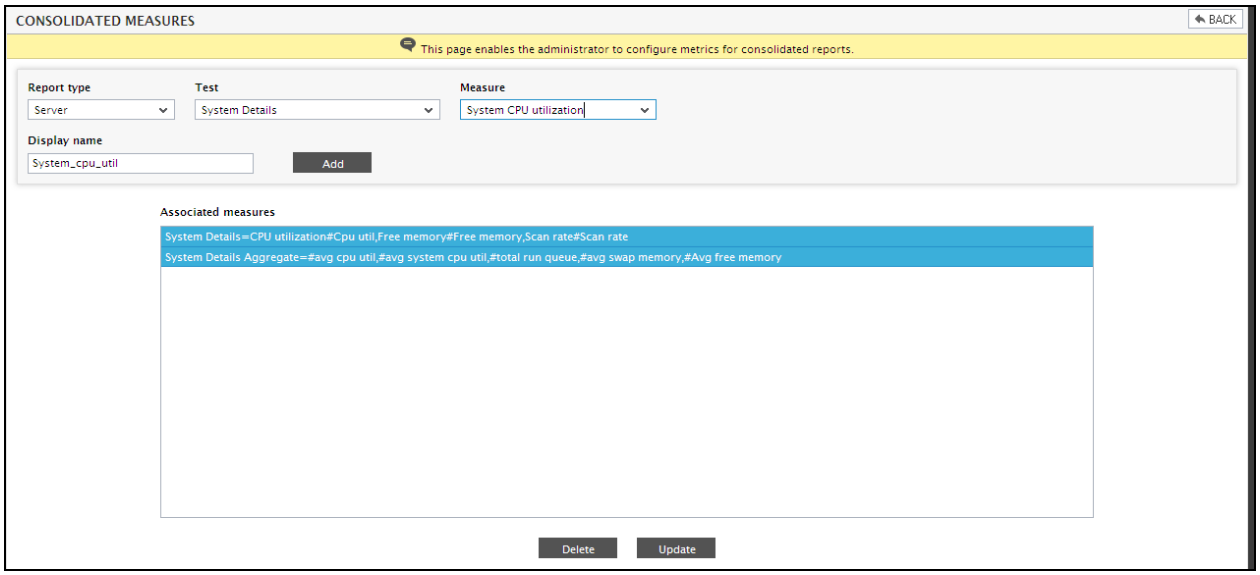


Figure 3.27: Selecting the measures to be displayed in a Consolidated Server report

- Choose a **Measure** and provide a **Display name** for the measure in the report. If a **Display name** is not provided, then the **Measure** name automatically becomes the **Display name**.
- Finally, add the specification by clicking on the **Add** button. The complete specification will then get added to the associated measures list. Similarly, multiple specifications can be added to the list.

10. To delete an entry from the **Associated Measures** list, select it and click the **Delete** button.
11. To save the changes, click the **Update** button in Figure 3.27.

3.5 Configuring Percentile Values for Custom Capacity Planning Report

The eG Reporter module offers a wide variety of reports using which one can cross-correlate and time-correlate across thousands of metrics collected from across the environment. Reports generated using trend data particularly can accurately reveal the past load and performance trends, using which future trends in load and usage can be determined. The *Avg, Sum, Max,* and *Min* values computed by the eG Enterprise system on an hourly basis as part of its trend computations, help a great deal in determining potential sizing inadequacies and planning the future capacity of the environment. However, from a strict capacity planning perspective, **Percentile** values are deemed as more effective pointers to capacity inadequacies than the avg, sum, max, and min values.

To enable users to effectively plan the capacity of their environment, eG Enterprise allows administrators to configure the trend manager to compute percentile values, and then generate detailed **Capacity Planning** reports using the computed percentiles.

To configure the minimum and maximum percentile values that the eG trend manager should compute for a measure, do the following:

1. Login to the eG administrative interface as *admin*.
2. Follow the menu sequence: *Settings -> Reporter -> Capacity Planning Reports*.

   Note:

   By default, the **Capacity Planning Reports** option will not be available in the **Reporter** sub-menu - i.e., users are not allowed to configure/generate capacity planning reports by default. To enable the generation of capacity planning reports, do the following:

   - Edit the **eg_services.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[MISC_ARGS]** section of the file, you will find a **CapacityReportEnabled** flag, which is set to **false** by default. Change this flag to **true**.
   - Save the file.

3. By default, the **Configure Percentile Policy** tab page will open with the **View** option chosen (by default) from the **Percentile Policies** list. If percentile definitions pre-exist, then the list of existing definitions will then appear. By default, a definition named **Default** will pre-exist, which will be set to a maximum percentile value of 95 and a minimum value of 5.

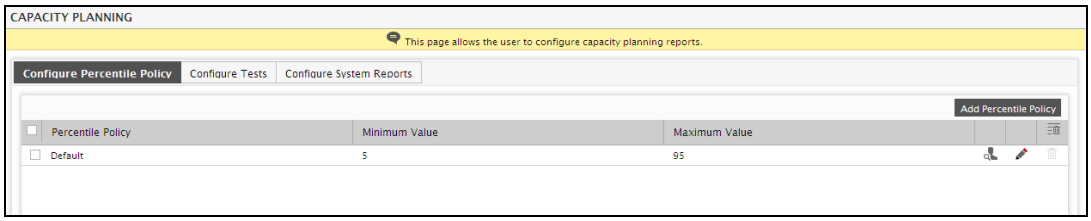


Figure 3.28: Viewing the list of percentile policies

4. To add a new policy, click on the A**dd Percentile Policy** button. This will invoke Figure 3.29.

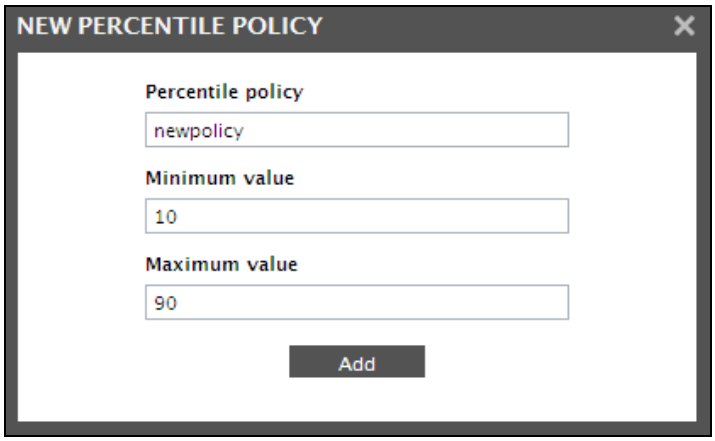


Figure 3.29: Adding a new policy

5. Here, provide a name for the percentile definition in the **Percentile policy** text box.
6. Specify minimum and maximum percentile values in the **Minimum** and **Maximum** text boxes.
7. Finally, click the **Update** button.

To modify a percentile definition, do the following:

1. Click on the button against the Percentile Policy of your choice from 3.5.

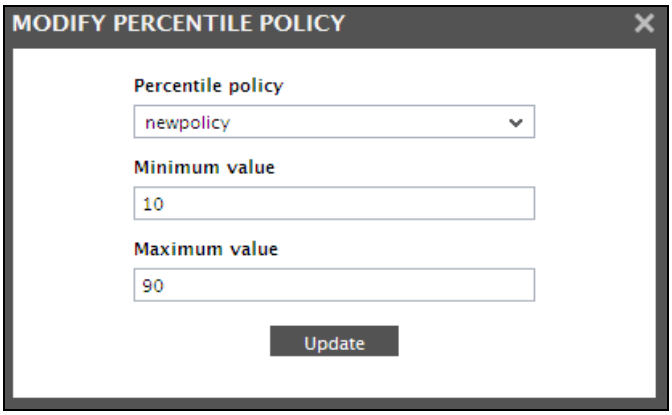


Figure 3.30: Modifying a percentile policy

2. From 3.5 that appears, pick the **Percentile Policy** to be modified.
3. The **Minimum** and **Maximum** values configured for the chosen percentile policy will then appear.
4. Change the required values and click the **Update** button to save the changes.

To delete a percentile definition, do the following:

1. Pick Percentile Policies to be deleted by selecting the corresponding check boxes (see 3.5).

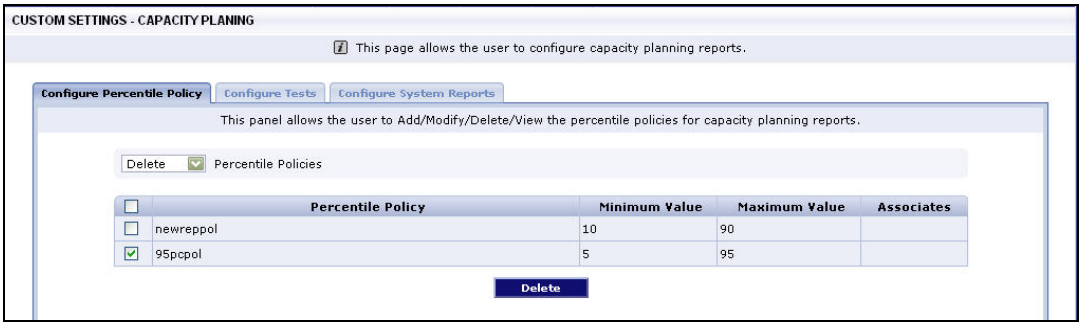


Figure 3.31: Deleting a percentile policy

2. The button will now be enabled against the Percentile Policies. Clicking on this button will delete the Percentile Policies. **Note that eG Enterprise will allow the deletion of only those definitions that have not been assigned to any measure yet**.

3.6 Configuring the Capacity Planning Reports

Configuring the Capacity planning reports involves the following broad steps:

- Enabling the Capacity Planning capability for specific tests
- Associating the Percentile policies that were created earlier with the measures reported by a test

To achieve this, do the following:

1. In the eG administrative interface, follow the menu sequence: Settings -> Reporter -> Capacity Planning Reports.
2. When Figure 3.32 appears, click on the **Configure Tests** tab page therein.
3. Then, pick a **Component Type** from Figure 3.32.

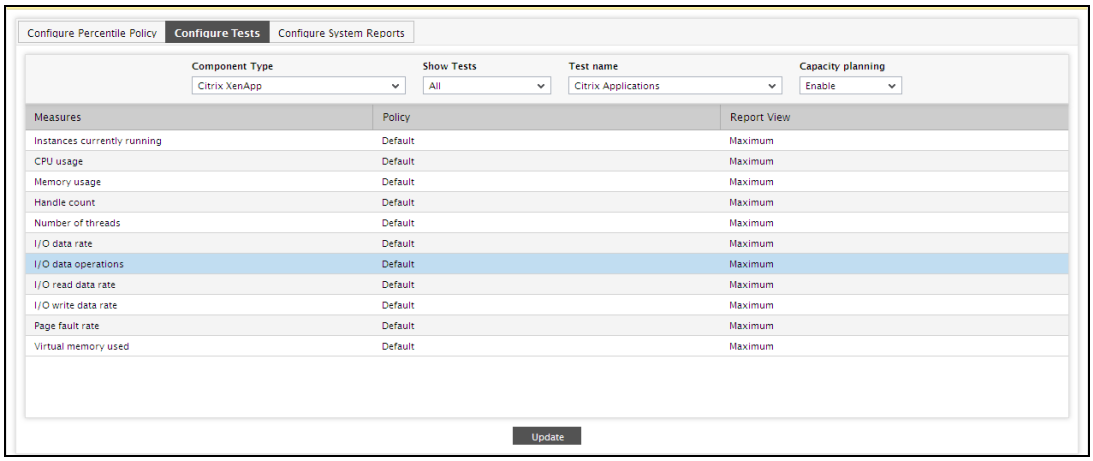


Figure 3.32: Associating the percentile policy with a test

4. By default, all tests associated with the chosen component-type will be listed in the **Test Name** list. Accordingly, the *All* option is chosen by default from the **Show Tests** list. To view only those tests for which the 'capacity planning capability' has already been enabled, pick the *Capacity enabled* option from the **Show Tests** list.

5. Next, pick a **Test Name**. If the capacity planning capability is already enabled for the chosen test, then, the **Capacity Planning** flag will be set to **Enabled** by default. If the capability is not yet enabled for the chosen test, then the **Capacity Planning** flag will be set to **Disabled** by default. To enable this capability for the chosen test, select the **Enabled** option.

6. Then, proceed to configure each measure of the selected test to compute percentile values while performing trending. For this, against each measure in Figure 3.32, pick the **Percentile Policy** that applies to that measure, and then, pick the **Minimum** or **Maximum** option from the **Report View** list to indicate which value of the selected **Percentile Policy** should be displayed in the report. This choice depends upon the nature of the measure - take the **CPU utilized** measure for instance; since the CPU resource requirement of a system can be ascertained based only on how high CPU usage was during a specific period of time in the past, it would make good sense to associate the **Maximum** percentile value with the **CPU utilized** measure. Similarly, in the case of the **Free memory** measure, where the memory requirement of a system can be determined by understanding how low the free memory value was during the given **Timeline**, it would be more meaningful if the **Minimum** percentile value is displayed in the report.

7. Finally, click the **Update** button.

8. Each measure will now be automatically associated with the **Percentile Policy** chosen from Figure 3.32. To view which measures a particular percentile policy is associated, click the **Configure Percentile Policy** tab page in Figure 3.32. Figure 3.33 appears listing all the

percentile policies that pre-exist.

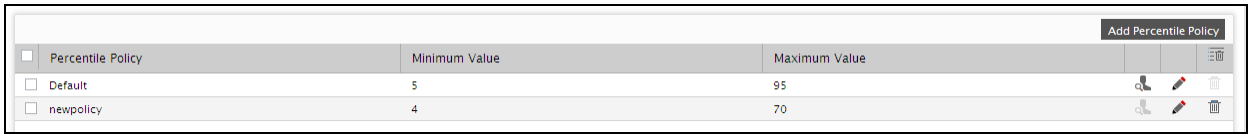


Figure 3.33: Viewing the percentile policies that pre-exist

9. If any of the policies listed in Figure 3.33 have already been associated with one/more measures, a button will appear as shown in Figure 3.33.
10. If you click on this button corresponding to a measure, 3.6 will appear listing all those measures to which the chosen percentile policy has been assigned.

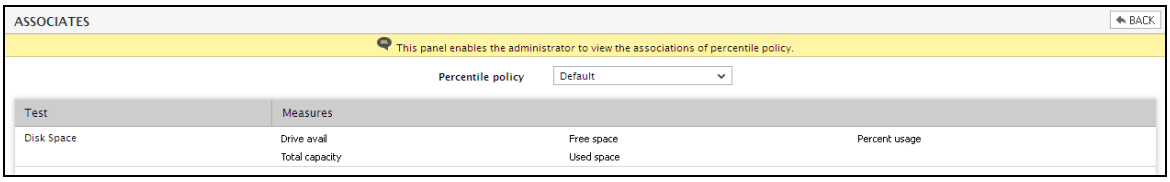


Figure 3.34: Viewing the measures that are associated with a percentile policy

3.7 Configuring the Capacity Planning System Report Settings

If a system is configured with sufficient CPU, memory, bandwidth, and disk resources, the applications executing on it seldom suffer performance degradations. Therefore, when planning the capacity of their mission-critical applications/business services, administrators need to historically analyze how the systems hosting these applications/supporting these business services used the physical resources that were at their disposal, identify usage bottlenecks, and if required, recommend changes in system size as part of their capacity plans, so that unpleasant application crashes or service outages can be averted in the future. Such a detailed appraisal of system-level resource usage can be performed using the **Systems Capacity Planning Report**.

For each critical system resource that is monitored (CPU, memory, disk space, disk activity, and bandwidth), this report computes and displays how that resource was utilized on an average (*Avg*) during a given timeline and also computes the *95th percentile* value of the corresponding usage measure. In addition, by comparing the *95 percentile* value with user-configured thresholds for the same, the report promptly detects and highlights resource usage bottlenecks and the severity of these bottlenecks.

To configure the thresholds that should govern the *95th percentile* value of the resource usage measures, do the following:

1. Follow the *Configure -> Reporter -> Capacity Planning Reports* menu sequence.
2. When Figure 3.35 appears, click on the **Configure System Reports** tab page therein. When this is done, the measures that capture system resource usage will be displayed - namely, *CPU utilization*, *Physical memory utilized*, *Percent disk space usage*, *Disk busy percentage*, and *Bandwidth usage*.

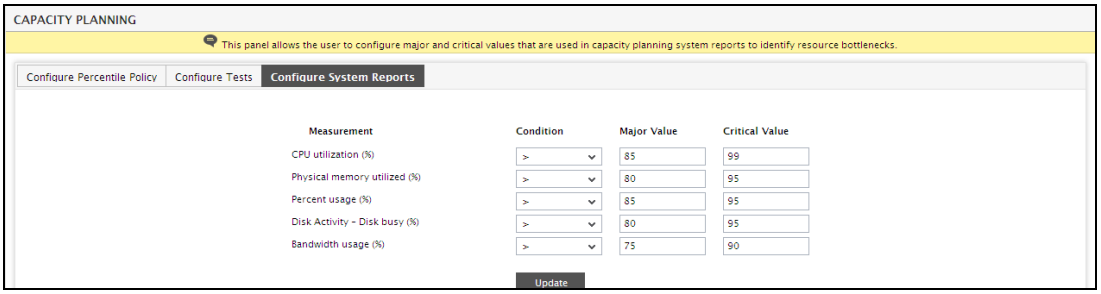


Figure 3.35: Configuring the thresholds that govern the 95th percentile value of resource usage metrics

3. You can change the display name of any of these measures by clicking on the corresponding icon. Doing so will invoke a small **Display name** pop-up (see Figure 3.36), specify the display name of your choice, and click the **Update** button.

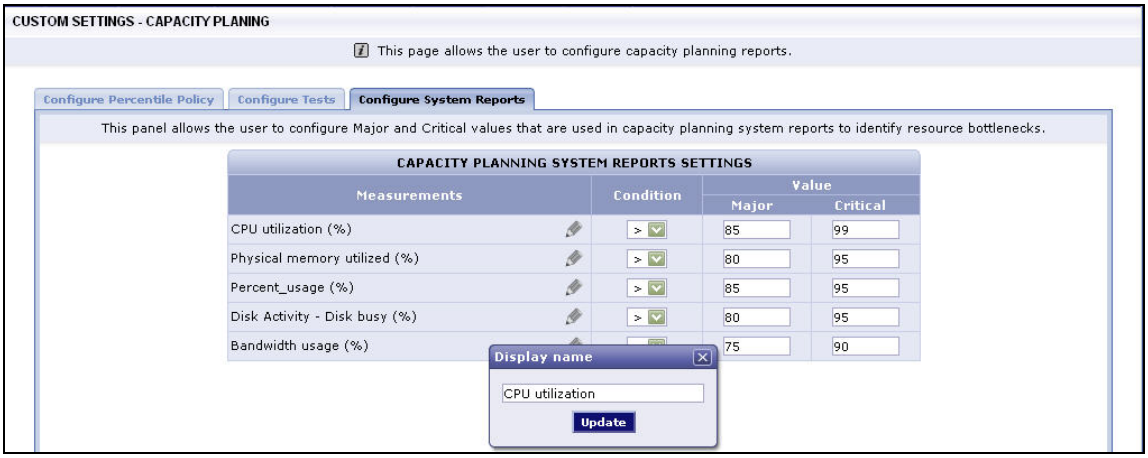


Figure 3.36: Changing the display name of the measure

4. To begin configuring the thresholds for a measure, pick a **Condition**. This can be > (greater than) or < (lesser than).
5. Then, specify the **Major Value** and/or **Critical Values** (thresholds) for the measure. In the same way, you can configure thresholds for the remaining measures. Finally, click the **Update** button to save the threshold settings.

6. If the **> Condition** is chosen for a measure, then, during report generation, the eG Enterprise system will check whether the *95th percentile* value of that measure is 'greater than' its Major threshold configuration or Critical threshold configuration. Likewise, if the **<** Condition is chosen, then the eG Enterprise system will check whether the *95th percentile* value is 'lesser than' the Major or Critical threshold configuration. If the **Major threshold has been violated**, then the corresponding measure value will be highlighted in **Orange** in the report. Similarly, a **Critical threshold violation** will result in the *95th percentile* value being **highlighted in Red** in the report.

3.8 Procedure for discovering the domains of the Security Groups

The eG Enterprise Suite provides you with a wide range of reports using which you can effectively monitor the target environment. One among the reports that eG offers is the User Session Details report which can be generated for each user of Security Group within in a domain. To generate such a report, you would be required to follow the procedure as mentioned below:

1. Follow the menu sequence: *Settings -> Reporter -> AD User Reports* in the eG administrative interface. Figure 3.37 will then appear.

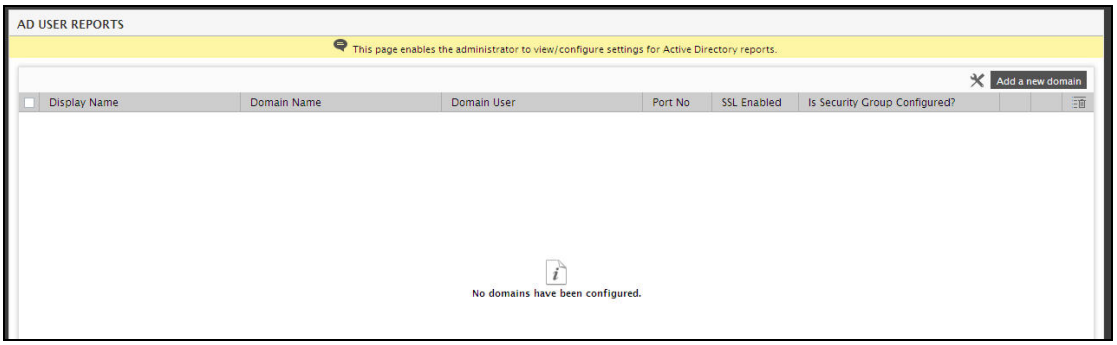


Figure 3.37: The AD User Reports page

2. Clicking the **Add a new domain** button in Figure 3.37 will lead you to Figure 3.38 where you will be required to add the domain of the active directory groups that need to be discovered.

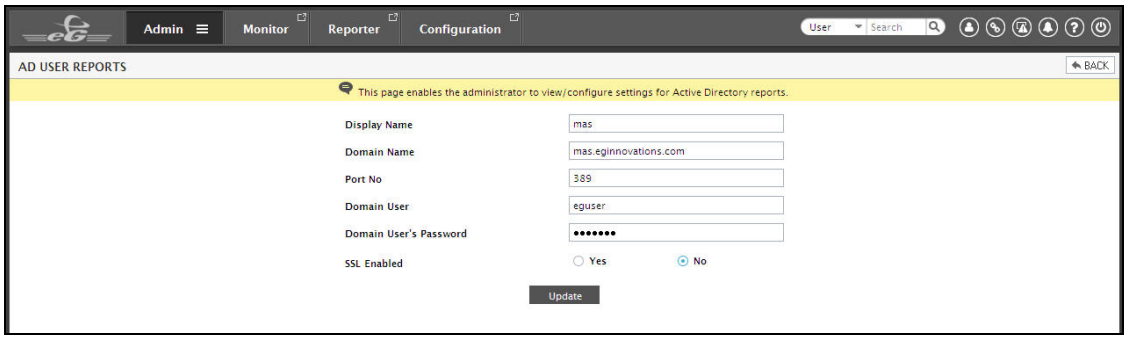


Figure 3.38: Adding a domain

3. Specify the following in Figure 3.38:

   - First, provide a **Display Name** for the domain.
   - Next, specify the fully qualified **Domain name**.
   - Specify the port at which the domain operates in the **Port No** text box.
   - To connect to the Active Directory server and access the domain user information stored within, the eG manager requires a domain user's privileges. To facilitate this connection, provide a valid domain user's name and password against **Domain User** and **Domain User's Password**.
   - Then, indicate whether the Active Directory server is SSL-enabled or not, by setting the **SSL Enabled** flag to **Yes** or **No**, as the case may be. If the **SSL Enabled** flag is set to **Yes**, then you will have to follow the procedure discussed in the **Appendix** of the eG User manual to ensure that the eG manager is able to communicate with the AD server over SSL.
   - Once the **Update** button is clicked, the domain will be added in the **AD USER REPORTS** page as shown in Figure 3.39.

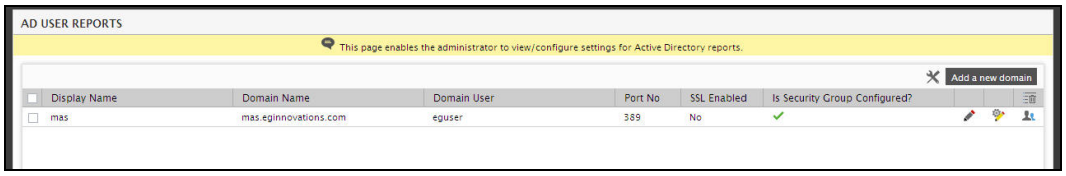


Figure 3.39: Domains configured for generating the User Session Details report

4. In order to select the Security groups for which the **User Session Details** report is to be generated, click on the icon in Figure 3.39. Figure 3.40 will then appear.

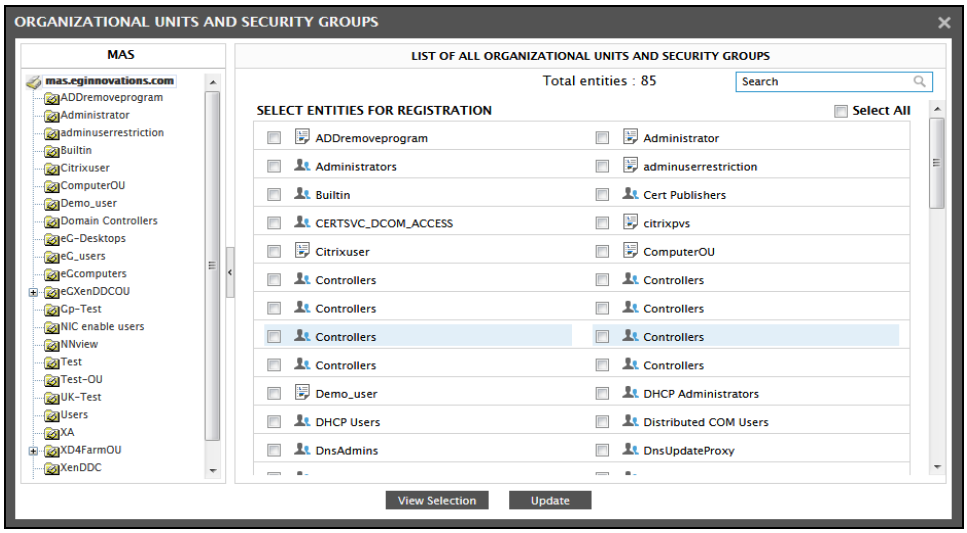


Figure 3.40: Choosing the Security groups for which the User Session Details report is to be generated

5. By default, all the Security groups and the Organizational Units to which the Security Groups belong to will be listed in the right panel of Figure 3.40. If you wish to view the Security groups/Organizational Unit of a chosen Organizational Unit within a domain, then click on the Organizational unit that is available in the left panel of Figure 3.40. Select the Security groups/Organizational units for which the report is to be generated and click the **Update** button. If you wish to select all the entities i.e., Organizational Units and Security groups, then you can click the check box beneath the **Select All** option in Figure 3.40.

6. If you wish to view the Security groups that were selected, then, click the **View Selection** button of Figure 3.40. Figure 3.41 will appear listing all the selected Security groups. To search for a particular Security group, use the **Search** text box of Figure 3.40.

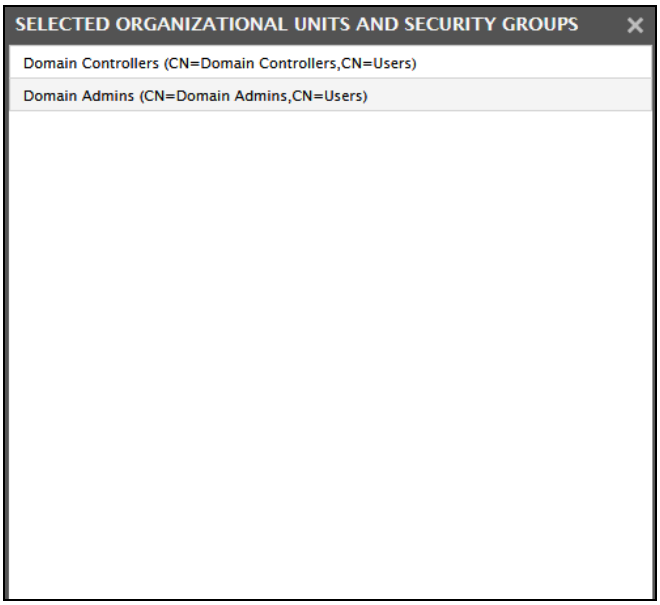


Figure 3.41: Viewing the chosen Security groups

7. Once, the Security groups are selected and updated, click the icon to view the configured Security groups. Figure 3.42 will then appear.

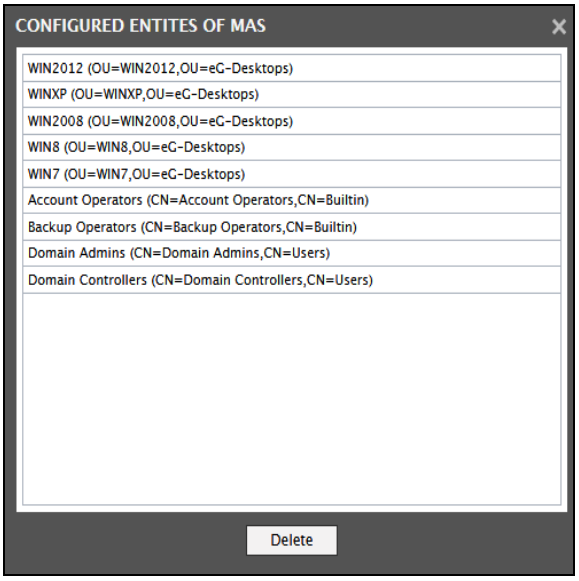


Figure 3.42: Viewing the configured Security groups

8. To modify the Domain, click on the icon (see Figure 3.39).

9. In order to delete a domain or if you do not wish to discover the Security groups of a particular domain, then you can delete the domain by selecting the domain and clicking the icon.

10. Clicking on the icon will lead you to Figure 3.43 using which you can define certain settings for the discovery of the Security groups.

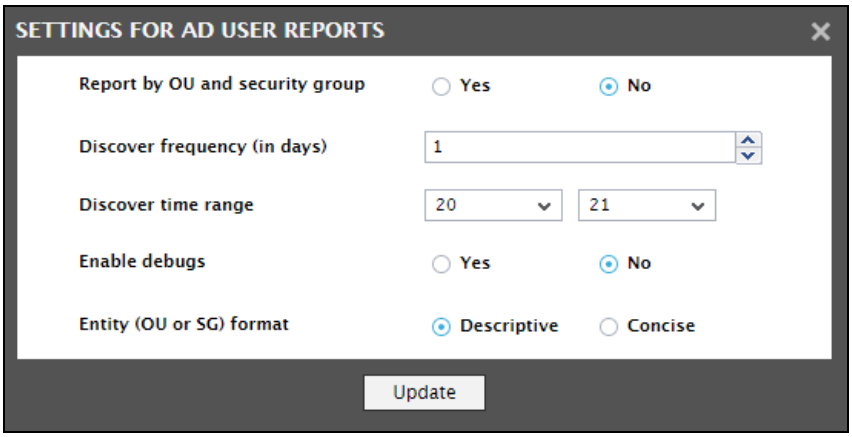


Figure 3.43: Specifying the Settings for discovering the Security groups

11. Figure 3.43 helps you define the following settings for discovering the Security groups:

- If you wish to generate the report based on active directory groups, then set the **Report by Security group** flag to **Yes**. By default, this flag will be set to **No**.
- The Security groups can either be discovered on a daily/weekly basis. From the **Discover frequency (in days)** drop-down list, select **1** for a **daily** discovery or **7** for a **weekly** discovery. If you wish to discover the Security groups once in the number of days of your choice, you can do so by selecting a number ranging from 1 to 7 from this list.
- If the frequency with which the active directory groups have to be discovered is specified, then the time of starting the discovery process also needs to be specified. To do so, select the time duration against the **Discovertime range** list. If you want to start the discovery process between 8 PM and 9 PM, then select 20 from the first list and 21 from the second list. By default, the values specified in these lists are 20 and 21 respectively.
- If you wish to generate logs using which you can troubleshoot issues in the future, then, select **Yes** against the **Enable debugs** flag. By default, this flag is set to **No**.
- If you do not wish to view the hierarchy of the entities chosen in Figure 3.41 and Figure 3.42, then you can choose the **Concise** option against the **Entity (OU or SG) format** in Figure 3.43. By default, **Descriptive** option is chosen against the **Entity (OU or SG)** format.
- Clicking the **Update** button will register the changes and help you generate the User Session Details report accordingly.

12. The **User Session Details** report can now be generated for the users within each of the chosen Security groups.

Chapter 4: The Executive Summary Reports

The report options offered by the **Executive Summary** node of the **REPORTS BY FUNCTION** tree in the eG Reporter provide a more high-level insight into the performance of the IT infrastructure elements. These reports aid the higher tiers of the management to assess the performance of specific components, segments, services, and component types, analyze the health of the components, analyze the history of past events recorded by the eG Enterprise system, figure out the downtime of the servers, identify repeated issues (if any), analyze the root-cause of such issues, and advise a course of action.

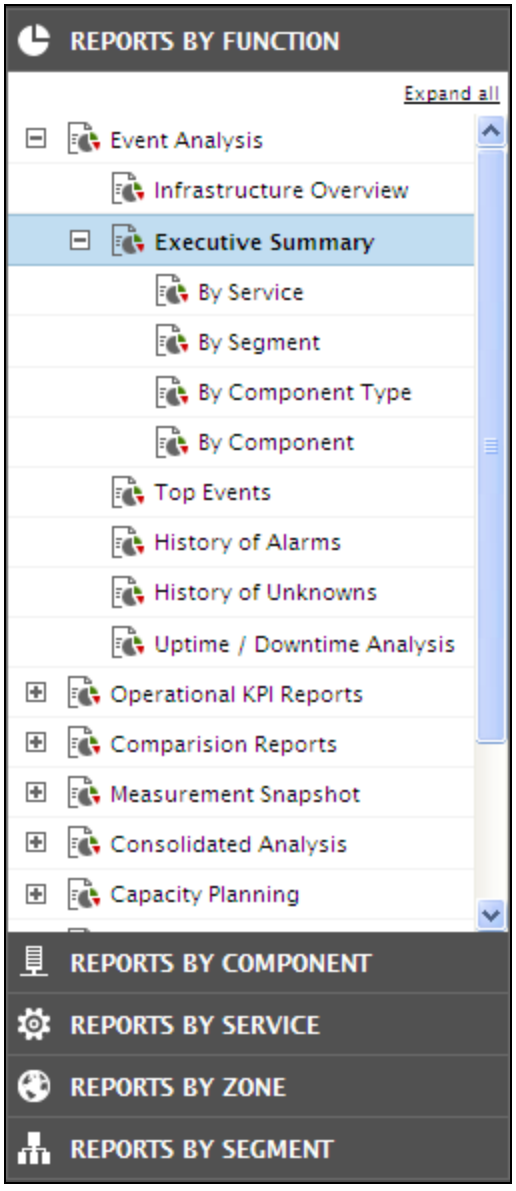


Figure 4.1: Types of Executive Summary Reports

The sections to come will discuss each of these reports in detail.

4.1 Service Level Analysis Report

The reports offered by the Service Level Analysis node aid the higher tiers of the management to assess the performance of specific components, segments, services, and component types and analyze the health of the components. Using these reports, repeated issues (if any) can be analyzed, the root-cause of such issues can be detected, and a course of action can be advised.

The sections to come will discuss each of the reports available in the node in detail.

4.1.1 Service Level Analysis - By Service Reports

Using the Service Level Analysis - By Service reports, an executive can receive a broad idea about the performance of a particular service during a specific period. To generate this report, do the following:

1. Select the **By Service** option from the **Service Level Analysis** sub node available under the **Executive Reports** node of the **REPORTS BY FUNCTION** tree of Figure 4.1.
2. From the **Service** list box in the page that appears next (see 4.1.1), select the service for which the executive summary report needs to be viewed.

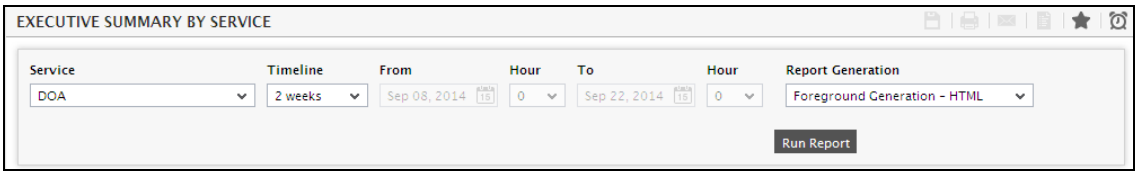


Figure 4.2: Generating a Service Level Analysis - By Service Report

3. Provide a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

4. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

5. Finally, click on the **Run Report** button to generate the report. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke 4.1.1.

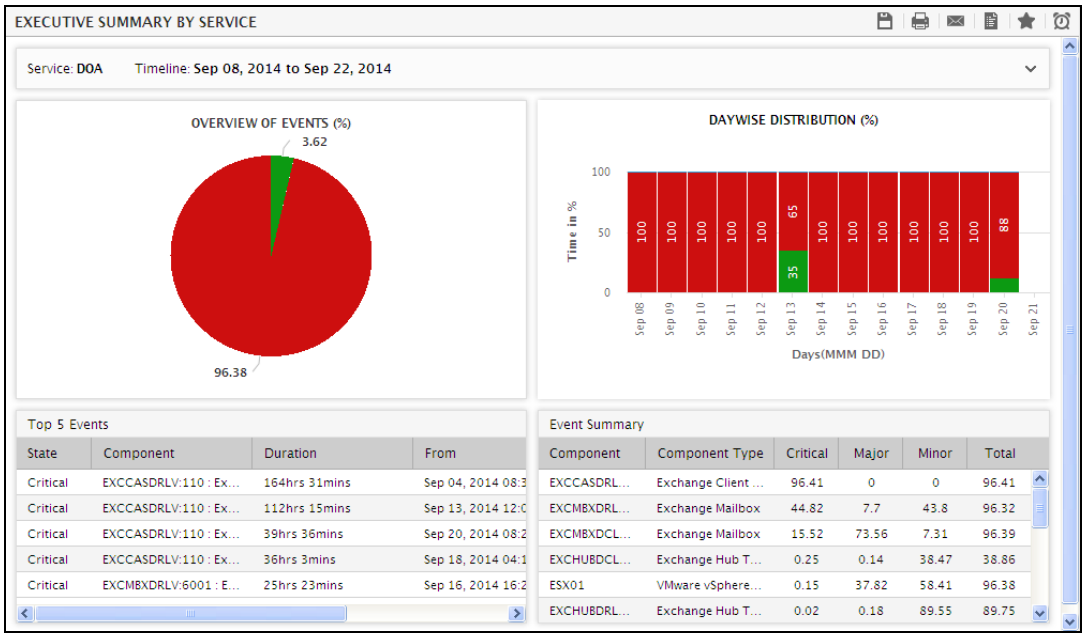


Figure 4.3: The Service Level Analysis - By Service Report

6. There are four sections in the generated report (see 4.1.1). The first section is a pie chart that provides a bird's-eye view of the health of the service during the designated period. The slices of the pie chart and their respective colors represent the percentage of time the service has been in different states (Normal, Critical, Major, Minor, and Unknown).

7. To drill down to the root-cause of the problems indicated by a slice in the pie chart, click on the slice. When this is done, you will be lead to the **Service Level Analysis Report** of exactly that component (associated with the chosen service), the performance of which was badly hit by the problems indicated by the slice clicked on. For example, 4.1.1 will appear when the 'Critical' slice in the pie chart of 4.1.1 is clicked.

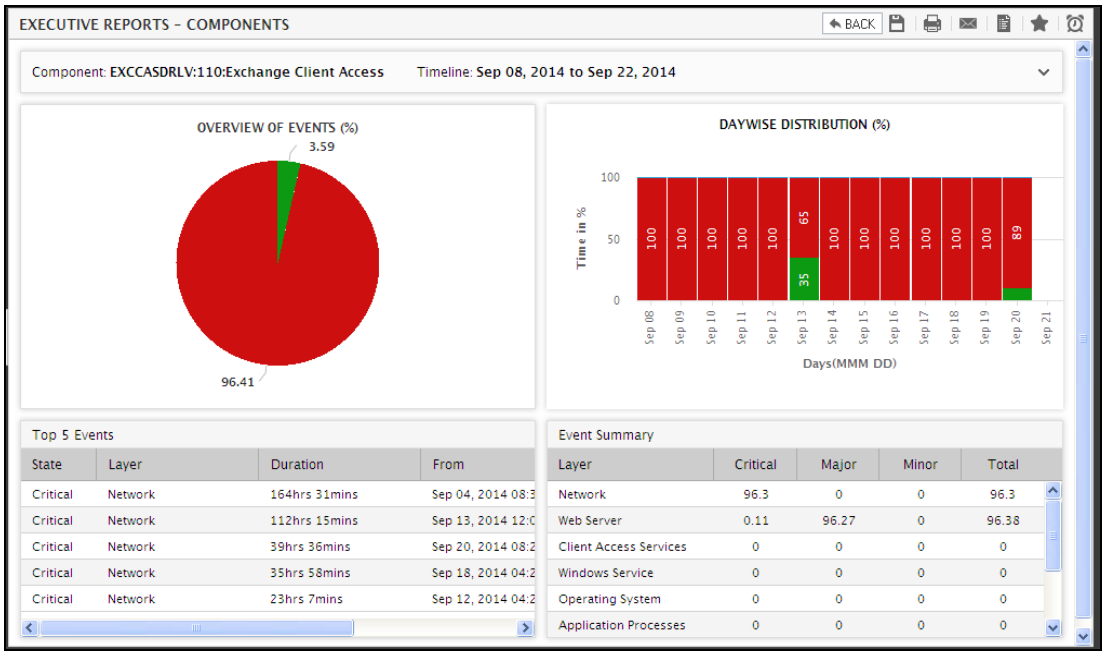


Figure 4.4: Service Level Analysis Report of the Component causing problems in the service performance

8. From 4.1.1, it is evident that the Exchange Client Access server is responsible for all the critical problems in the service during the given timeline.

9. The second section of **Service Level Analysis - By Service** report is a bar graph that depicts how well the service has performed on a daily basis during the specified period. The information depicted here will enable an executive to detect the daily trends in the performance of the service. Here again, the various divisions within a bar and their respective colors denote the state variations in the service during the given period. The height of a division depends upon the duration (in minutes) for which the service has remained in a particular state.

   Note:

   By default, the **DAYWISE DISTRIBUTION** section of this page depicts the duration for which a segment has remained in a particular state, in minutes. Instead, if you prefer to view the percentage of time during a day a segment was in any particular state, set the **Daywise distribution reports in** flag in the **MONITOR SETTINGS** page (Configure -> Monitor Settings menu in the eG administrative interface) to **Percentage**.

10. When you click on a problem division in the bar, you will be able to view the **Executive Report** of the **Component**, which was the root-cause for the occurrence of that problem in the service on that particular day. For example, say, that you click on the Critical division in the bar that corresponds to 13th September 2014 of the chosen timeline. Doing so will open 4.1.1, which

clearly indicates that the Exchange Client Access server is responsible for all the Critical problems in the service on the 13th of September 2014.

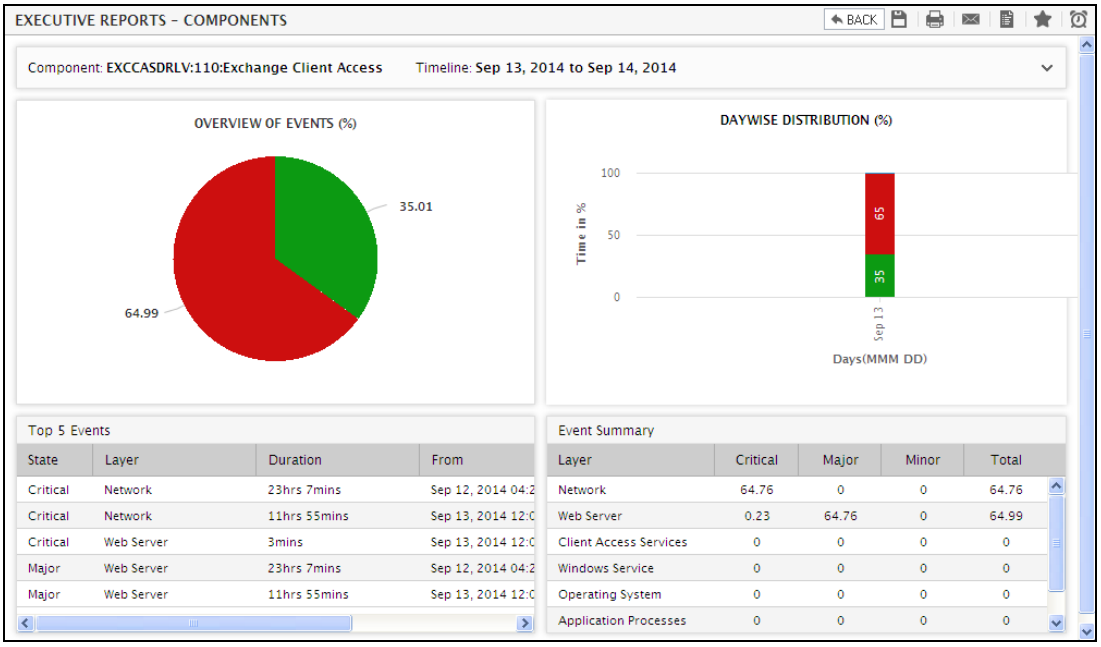


Figure 4.5: Service Level Analysis report of the Component on a particular day

11. The third section is a summary table that highlights the top five alarms that have remained for the longest duration. The details displayed include the alarm priority, the service **Component** in which the problem was detected, the **Duration** of the problem, the date and time of problem occurrence (**From**) and the date and time of problem resolution (**To**). This information will help an executive figure out which components were responsible for some of the most severe problems in the service.

    Note:

    The state of a service is determined based on the states of its individual components. If any component of a service is in a critical state, the service is regarded as being in a critical state.

12. Click on the **Component** of your choice in this section to view the **Service Level Analysis report** of that **Component** for the specified period (see Figure 4.6).

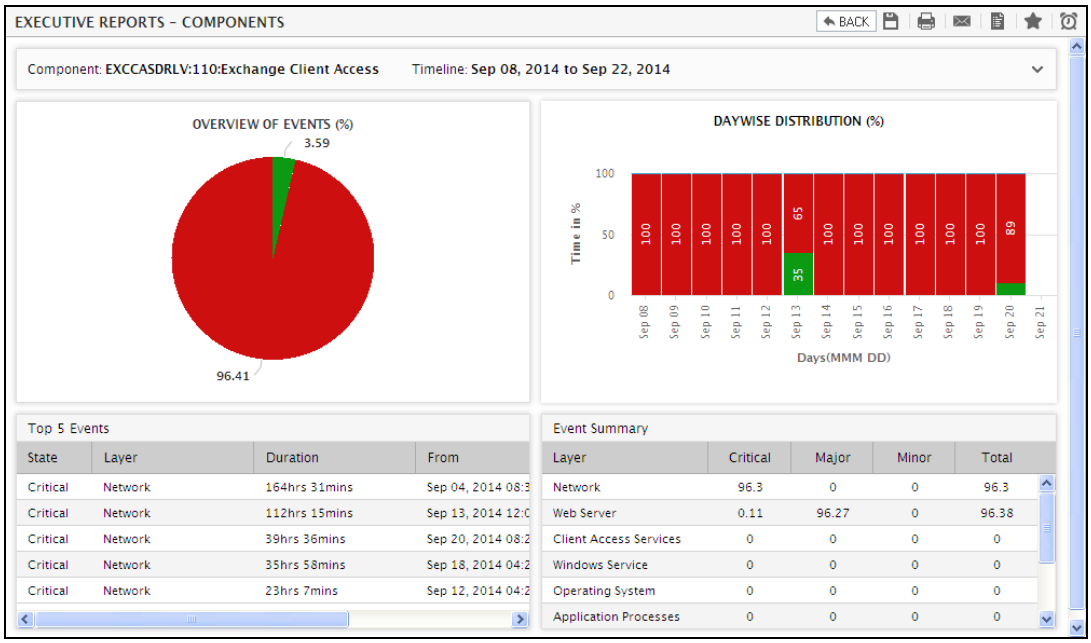


Figure 4.6: Executive Summary Report of the Component that is clicked

13. The fourth section of the **Service Level Analysis - By Service** report is another event summary, which not only lists all the components associated with the service, but also indicates the percentage of time a component encountered Critical, Major, or Minor issues. This event summary, when viewed along with the top 5 summary, will help you accurately identify the problem-prone components of the service. Clicking on the Component name will reveal the **Service Level Analysis** report of that component for the chosen Timeline (see Figure 4.7).

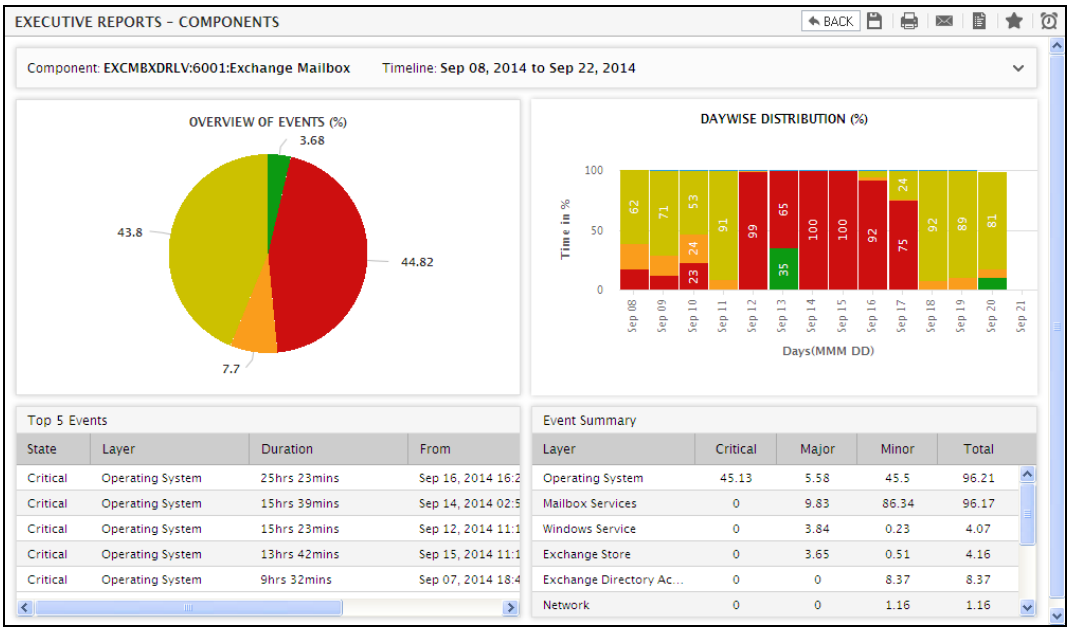


Figure 4.7: Executive Report of the Component that was clicked on

14. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then, clicking on the **Run Report** button will not invoke the report. Instead, a message depicted by Figure 4.27 will appear. To view the report, click on the Click here to see a list of generated and processing reports link in Figure 4.27, and proceed as indicated in Section Section **4.1.4** of this document.

4.1.2 Service Level Analysis - By Segment Report

Using **Service Level Analysis - By Segment** reports, an executive can receive an overview of the performance of a particular segment during a specific period. To achieve the same, do the following:

1. Select the **By Segment** option from the **Service Level Analysis** sub node available under the **Executive Reports** node of the **REPORTS BY FUNCTION** tree. Figure 4.8 will then appear.

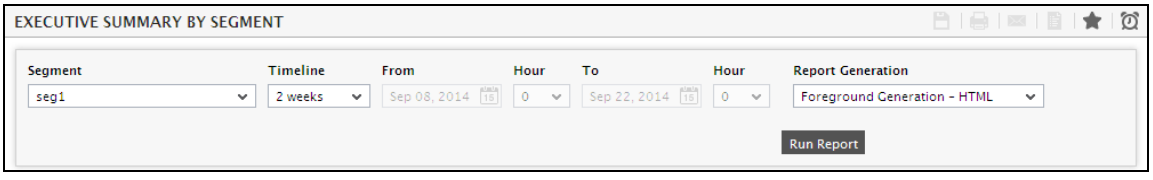


Figure 4.8: Generating a Service Level Analysis - By Segment report

2. From the **Segment** list box in the page that appears (see Figure 4.8), select the segment for which the executive summary report needs to be viewed.

3. Provide a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report**

Generation list will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

5. Finally, click on the **Run Report** button to generate the report. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 4.9.

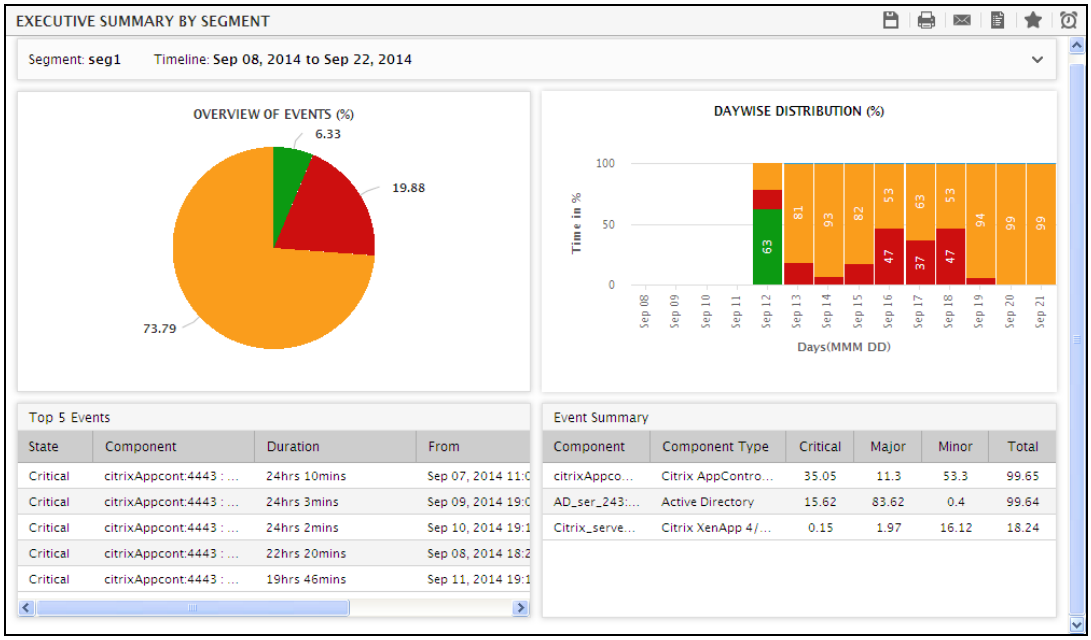


Figure 4.9: The Service Level Analysis - By Segment Report

6. There are four sections in the generated report. The first section is a pie chart that provides a bird's-eye view of the health of the segment during the designated period. The slices of the pie chart and their respective colors represent the percentage of time the segment has been in different states (Normal, Critical, Major, Minor, and Unknown).

7. If a slice in the pie chart reveals problems with the segment, then you can zoom into the segment component causing these problems, by clicking on the slice. Doing so will reveal the **Service Level Analysis report** of the **Component** that was most affected by the problems indicated by the slice clicked on, during the specified period. For example, if you click on the Critical slice in the pie chart of Figure 4.9, then Figure 4.10 will appear. Using the **Service Level Analysis - By Segment** report of Figure 4.10, you can conclude that the Active Directory server in the segment

was the one that suffered the maximum number of critical issues during the specified period. This in turn would have affected the functioning of the entire segment.

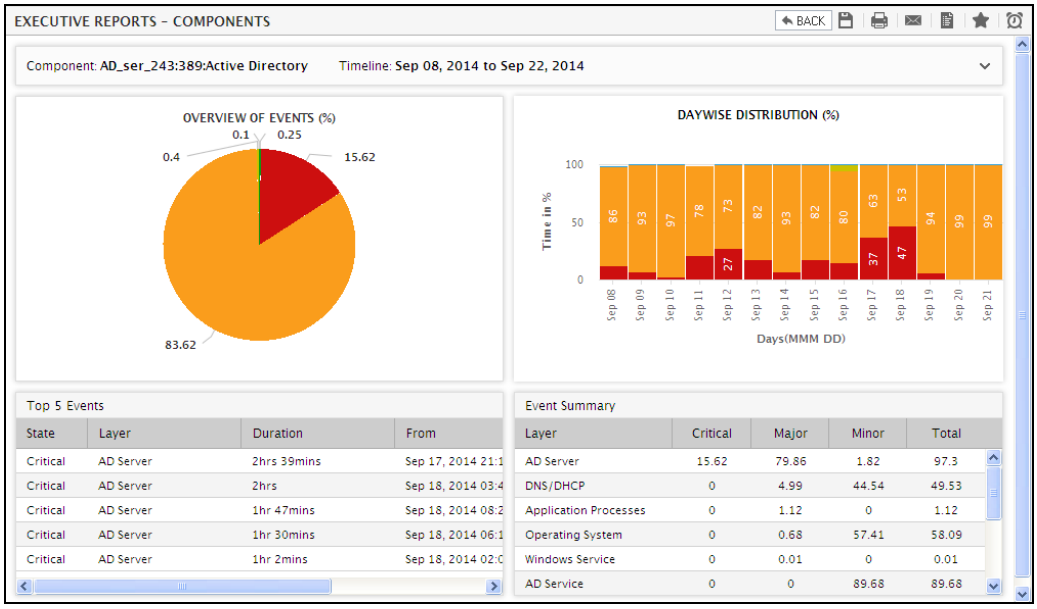


Figure 4.10: The Service Level Analysis of the Component that is the root-cause of the problems in the segment

8. The second section of the Service Level Analysis report for a segment is a bar graph that depicts how well the segment has performed on a daily basis during the specified period. The information depicted here will enable an executive to detect the daily trends in the performance of the segment. Here again, the various divisions within a bar and their respective colors denote the state variations in the segment during the given period. The height of a division depends upon the duration (in minutes) for which the component has remained in a particular state.

   Note:

   - The state of a segment is determined based on the states of its individual components. If any component of a segment is in a critical state, the segment state is regarded as being critical.
   - By default, the **DAYWISE DISTRIBUTION** section of this page depicts the duration for which a segment has remained in a particular state, in minutes. Instead, if you prefer to view the percentage of time during a day a segment was in any particular state, set the **Daywise distribution reports in** flag in the **MONITOR SETTINGS** page (Configure -> Monitor Settings menu in the eG administrative interface) to **Percentage**.

9. To know the root-cause of the Critical/Major/Minor problems that have occurred in the segment on a particular day, simply click on the corresponding division in the bar of Figure 4.9. The

Service Level Analysis report of the segment **Component** that has caused the problem (Critical/Major/Minor) on that day will appear (see Figure 4.11). For example, if you click on the Critical division in the bar corresponding to a day of the chosen **Timeline**, Figure 4.11 will appear displaying the **Service Level Analysis report** of the Active Directory server component that encountered the maximum number of critical issues on that day.

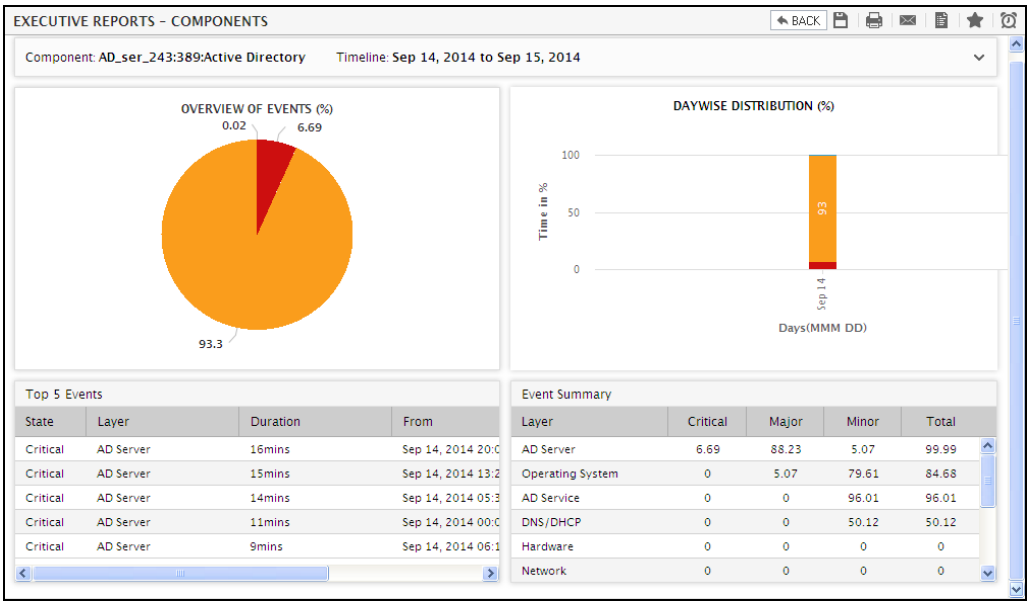


Figure 4.11: Service Level Analysis Report of the Component causing problems in segment on that day

10. The third section of the **Service Level Analysis - By Segment** report is a summary table that highlights the top five alarms that have remained for the longest duration. The details displayed include the alarm priority, the segment **Component** in which the problem was detected, the **Duration** of the problem, the date and time of problem occurrence (**From**) and the date and time of problem resolution (**To**). This information will help an executive figure out which components were responsible for some of the worst problems in the segment.

11. Click on the **Component** in this section to view the **Service Level Analysis Report** of that **Component** for the specified period (see Figure 4.12). For example, clicking on the **Citrix AppControlle**r in Figure 4.9 will reveal the **Service Level Analysis - By Component Report** as shown in Figure 4.12.

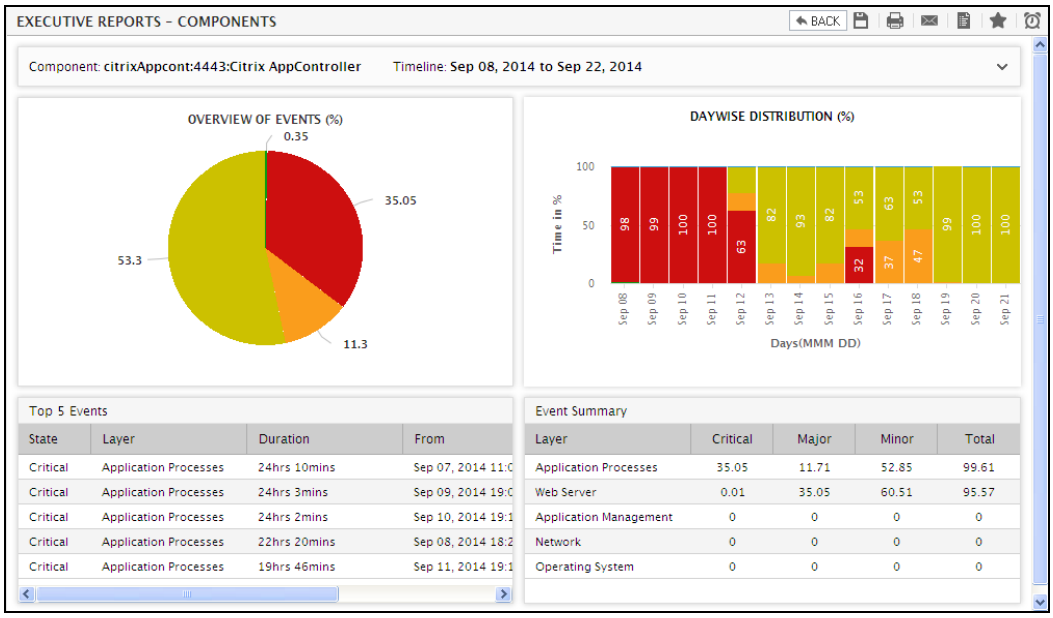


Figure 4.12: The Service Level Analysis By Component Report that appears when a component is clicked on

12. The fourth section of the **Service Level Analysis By Segment** report is another event summary, which not only lists all the components in the chosen segment, but also indicates the percentage of time a component was faced with Critical, Major, or Minor performance issues. This event summary, when viewed along with the top 5 summary, will help you accurately identify the problem-prone components of the segment.

13. Click on the **Component** in this section to view the **Service Level Analysis Report** of that **Component** for the chosen period. Clicking on the **Component Type** hyperlink, will lead you to the **Service Level Analysis Report** of that particular **Component Type** for the specified timeline (see Figure 4.13). This will help you assess the performance of the component type as a whole during that timeline.

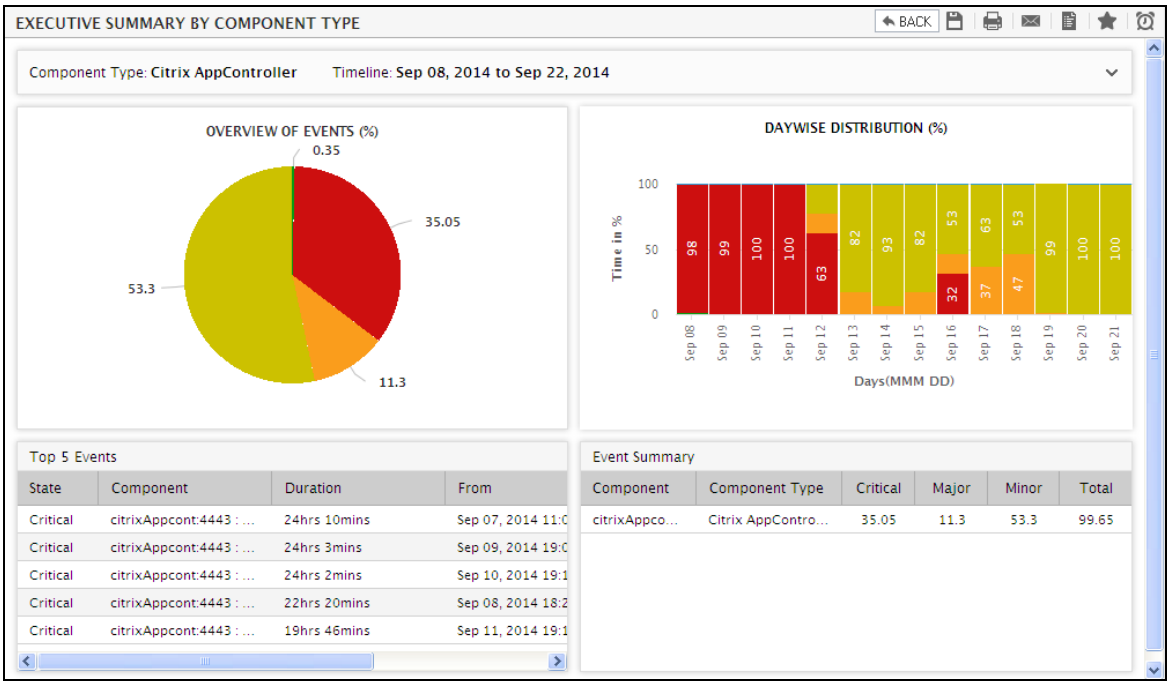


Figure 4.13: Service Level Analysis report of the Component Type that is clicked on

14. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then, clicking on the Run Report button will not invoke the report. Instead, a message depicted by Figure 4.27 will appear. To view the report, click on the **Click here to see a list of generated and processing reports** link in Figure 4.27, and proceed as indicated in Section **4.1.4** of this document.

4.1.3 Service Level Analysis - By Component Type Report

Using the **Service Level Analysis - By Component Type** reports, an executive can receive a broad idea about the performance of a particular component type during a specific period. To generate such a report, do the following:

1. Select the **By Component Type** option from the **Service Level Analysis** sub node available under the **Executive Reports** node of the **REPORTS BY FUNCTION** tree (see Figure 4.1).
2. From the **Component Type** list box that appears, select the component-type for which the executive report needs to be viewed.

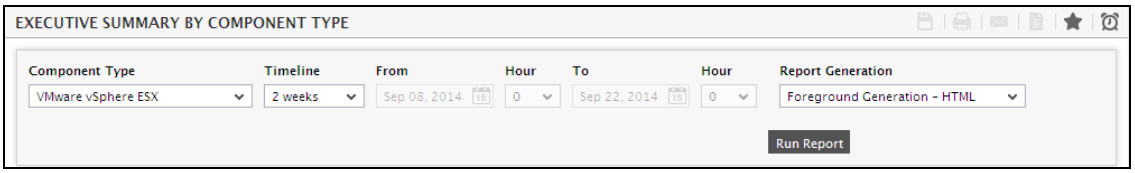


Figure 4.14: Generating a Service Level Analysis - By Component Type Report

3. Provide a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

4. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

5. Finally, click on the **Run Report** button to generate the report. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 4.15.

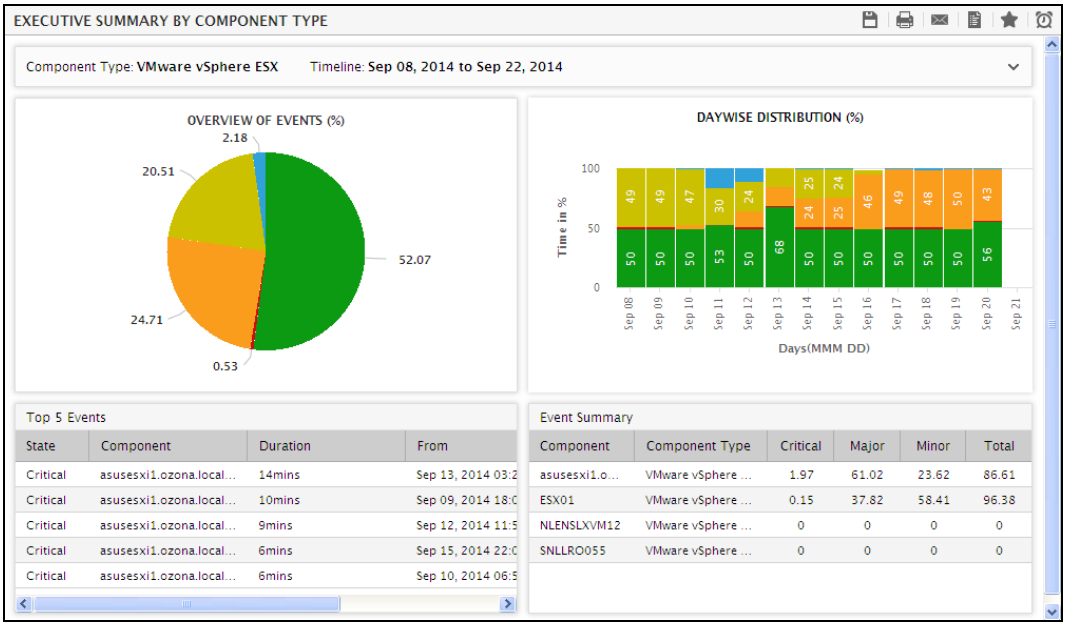


Figure 4.15: The Service Level Analysis - By Component Type Report

6. There are four sections in the generated report (see Figure 4.15). The first section is a pie chart that provides a bird's-eye view of the health of the component type during the designated period. The slices of the pie chart and their respective colors represent the percentage of time the component type has been in different states (Normal, Critical, Major, Minor, and Unknown).

7. In order to identify the root-cause of the problems denoted by a particular slice in the pie chart, click on the slice. This will invoke the **Service Level Analysis** report of that **Component** of the chosen type that was primarily responsible for the performance degradation suffered by the component type during the time frame specified (see Figure 4.16).

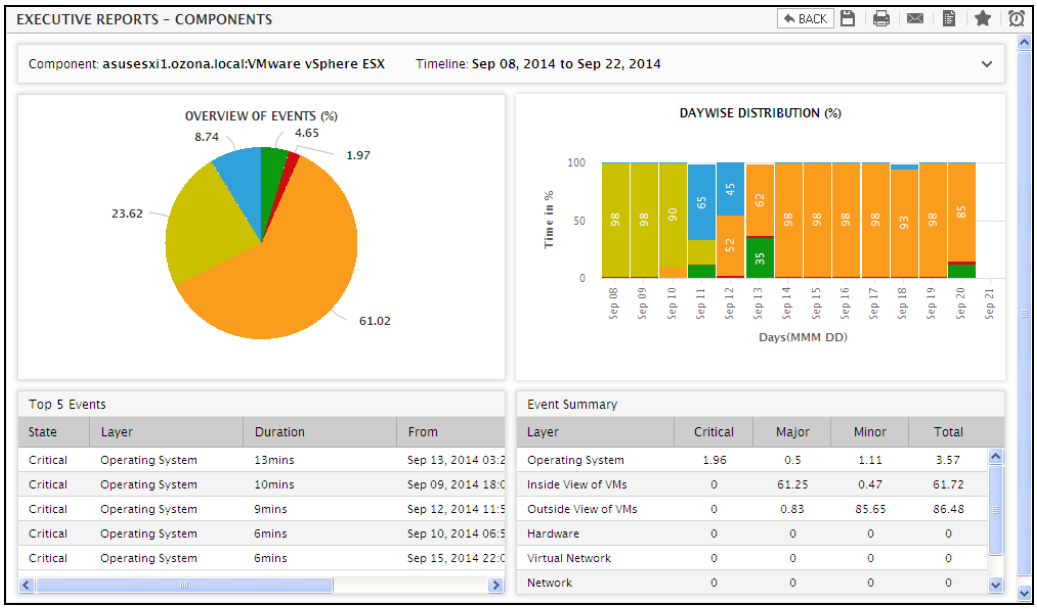


Figure 4.16: Service Level Analysis report of the Component that belongs to the Component Type

8. The second section of the report is a bar graph that depicts how well the component type has performed on a daily basis during the specified period. The information depicted here will enable an executive to detect the daily trends in the performance of the **Component Type**. Here again, the various divisions within a bar and their respective colors denote the state variations in the component type during the given period. The height of a division depends upon the duration (in minutes) for which the components of the chosen type have remained in a particular state.

   Note:

   By default, the **DAYWISE DISTRIBUTION** section of this page depicts the duration for which a segment has remained in a particular state, in minutes. Instead, if you prefer to view the percentage of time during a day a segment was in any particular state, set the **Daywise distribution reports in** flag in the **MONITOR SETTINGS** page (Configure -> Monitor Settings menu in the eG administrative interface) to **Percentage**.

9. To figure out the root-cause of the problems indicated by a particular division in a bar, click on the division. When this is done, Figure 4.17 will appear displaying the **Service Level Analysis** report of that **Component**, which faced the maximum number of these problems on that

particular day.

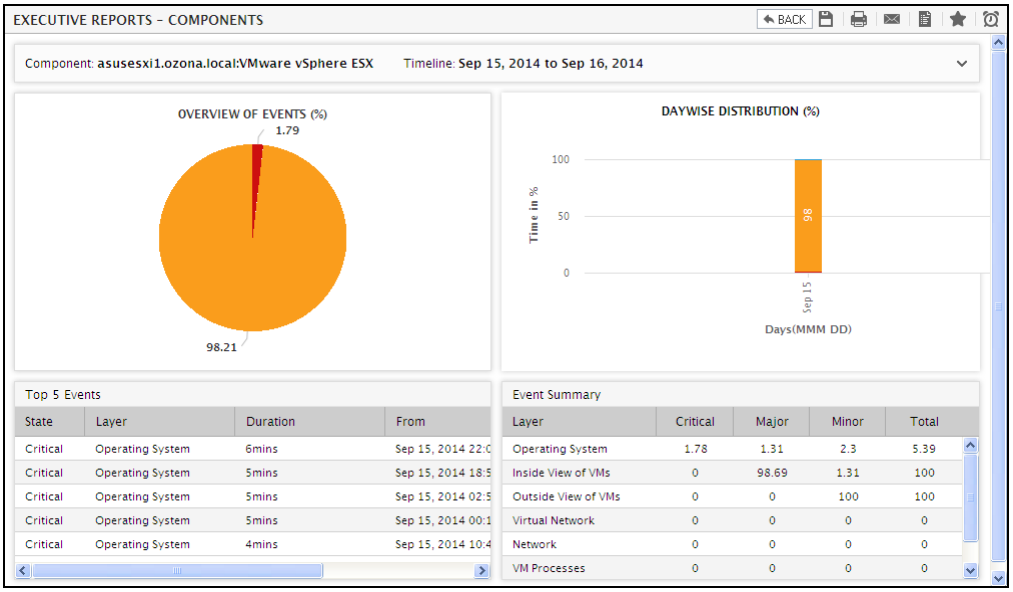


Figure 4.17: Service Level Analysis Report of the Component causing a fall in the performance of the Component Type

10. The third section is a summary table that highlights the top five alarms that have remained for the longest duration. The details displayed include the alarm priority, the **Component** (of the chosen type) in which the problem was detected, the **Duration** of the problem, the date and time of problem occurrence (**From**) and the date and time of problem resolution (**To**). This information will help an executive figure out which components were responsible for some of the worst problems of the component type.

11. Click on the **Component** of your choice in this section to view the **Service Level Aalysis report** of that **Component** for the chosen period (see Figure 4.18).

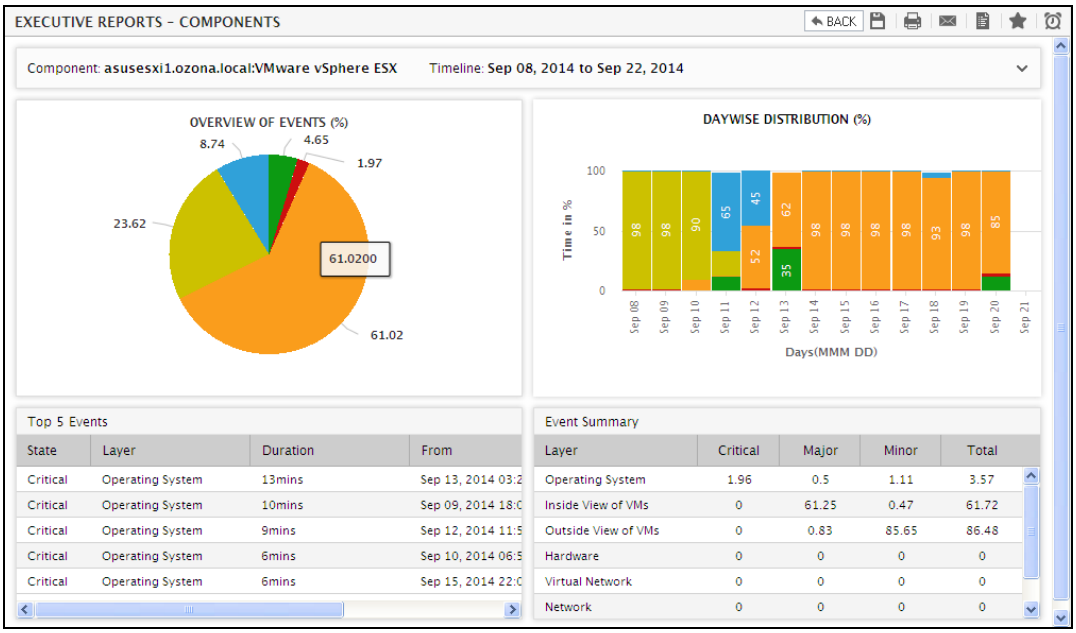


Figure 4.18: Service Level Analysis report of the Component that is clicked on

12. The fourth section of the Service Level Analysis report not only lists the components that were affected during the specified period, but also the percentage of time each of the components suffered Critical, Major, and Minor issues. This event summary, when viewed along with the top five summary, will help an executive identify the problem-prone components of the component type.

13. Click on the **Component** of your choice in this section to view the Service Level Analysis of that **Component** for the chosen period (see Figure 4.19).

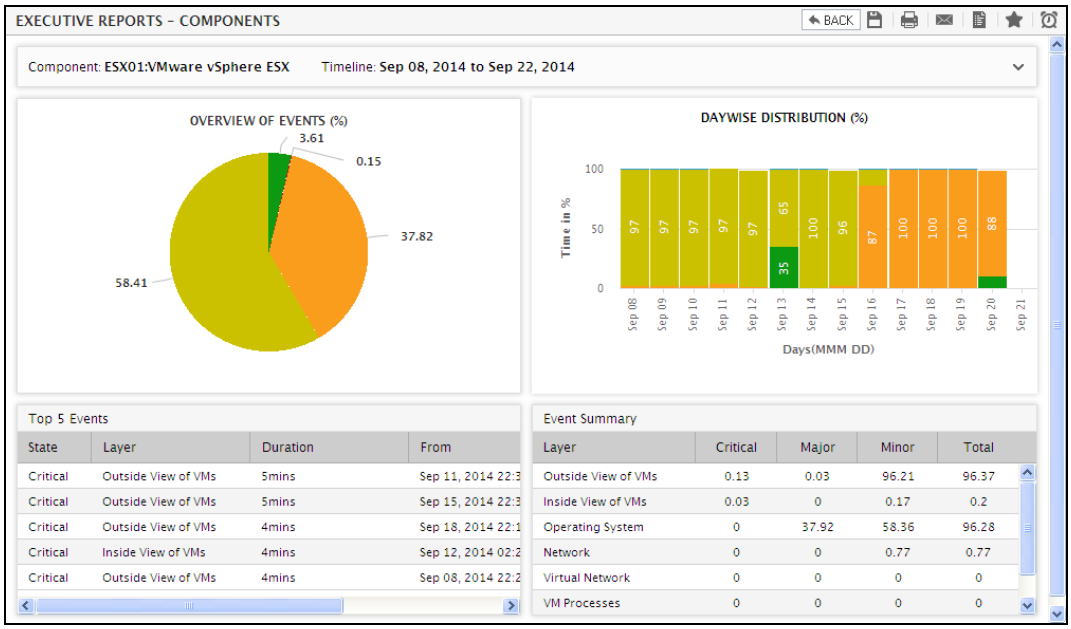


Figure 4.19: Service Level Analysis report of the Component clicked on in the SUMMARY OF EVENTS section

14. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then, clicking on the **Run Report** button will not invoke the report. Instead, a message depicted by Figure 4.27 will appear. To view the report, click on the **Click here to see a list of generated and processing reports** link in Figure 4.27, and proceed as indicated in Section Section **4.1.4** of this document.

4.1.4 Service Level Analysis - By Component Report

Using the **Service Level Analysis - By Component** reports, you can receive an overview of the performance of a particular component during a specific period. To achieve the same, do the following:

1. Select the **By Component** option from the **Service Level Analysis** sub node available under the **Executive Reports** node of the **REPORTS BY FUNCTION** tree (see Figure 4.1).
2. From the **Component** list box in the page that appears, select the component for which the executive summary report needs to be viewed (see 4.1.4). If there are too many components in the list to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

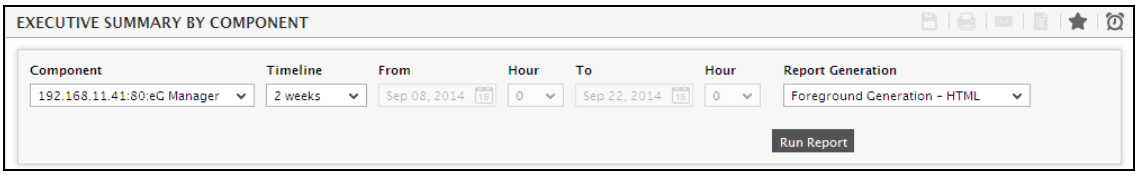


Figure 4.20: Generating the Executive Summary By Component Report

3. Provide a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

4. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

5. Finally, click on the **Run Report** button to generate the report. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke 4.1.4.

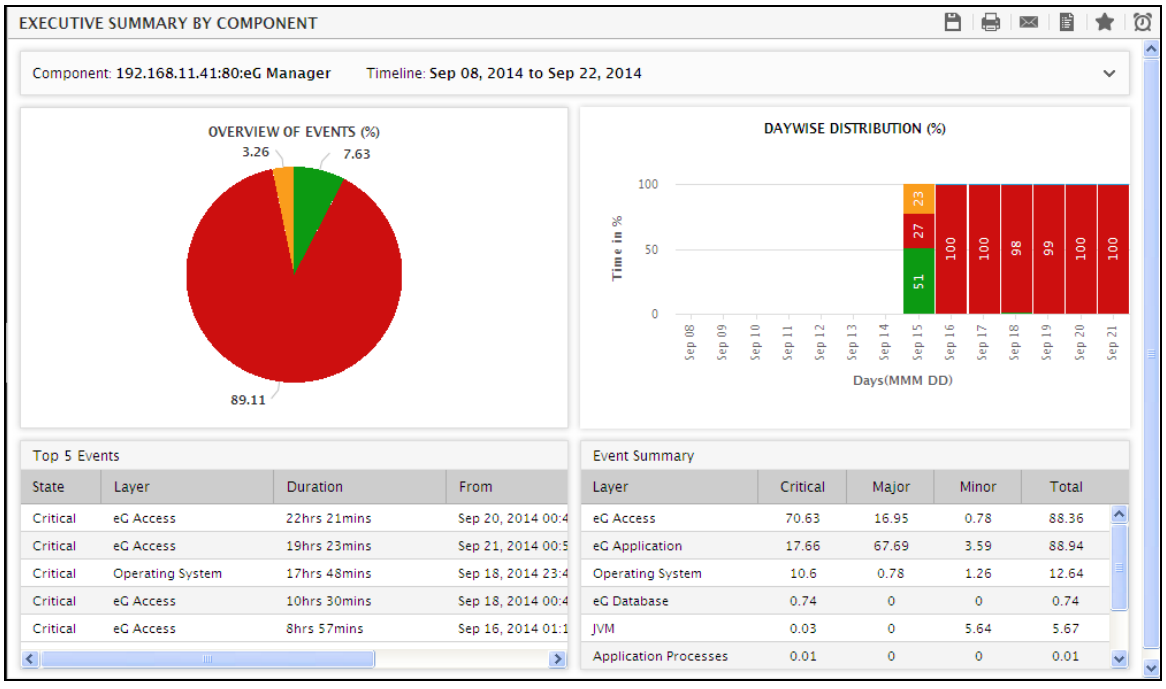
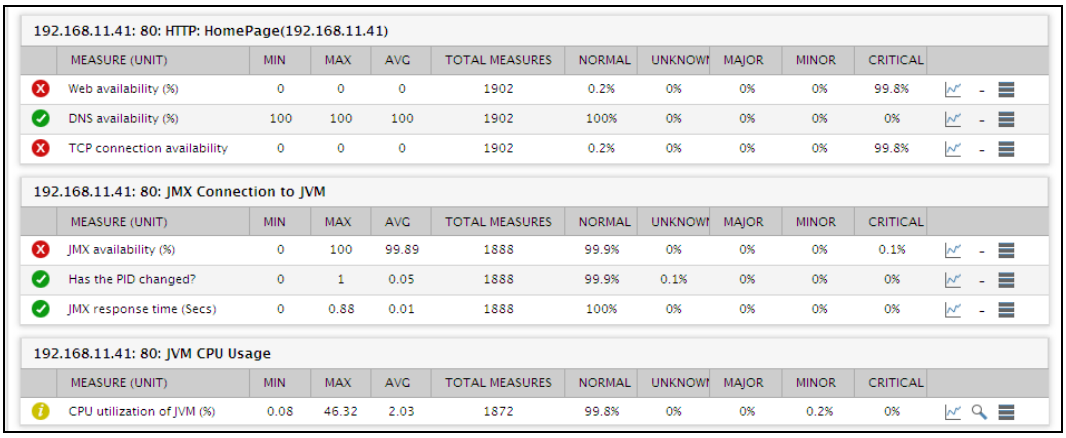


Figure 4.21: The generated Service Level Analysis - By Component report

6. There are four sections in the generated report. The first section is a pie chart that provides a bird's-eye view of the health of the component during the designated period. The slices of the pie

chart and their respective colors represent the percentage of time the component has been in different states (Normal, Critical, Major, Minor, and Unknown).

7. To facilitate quick and accurate root-cause identification, the eG Reporter component includes a unique drill-down feature. To use this feature, click on a problem (Critical/Major/Minor) slice in the pie chart. This will lead you to the **Snapshot Report** of the chosen component (see Figure 4.22) for the chosen period. The snapshot will reveal the measures that were responsible for the problem conditions indicated by the slice clicked on. For more details on **Snapshot Reports**, refer to **Measurement Snapshot Reports**.



192.168.11.41: 80: HTTP: HomePage(192.168.11.41)

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Web availability (%)	0	0	0	1902	0.2%	0%	0%	0%	99.8%
DNS availability (%)	100	100	100	1902	100%	0%	0%	0%	0%
TCP connection availability	0	0	0	1902	0.2%	0%	0%	0%	99.8%

192.168.11.41: 80: JMX Connection to JVM

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
JMX availability (%)	0	100	99.89	1888	99.9%	0%	0%	0%	0.1%
Has the PID changed?	0	1	0.05	1888	99.9%	0.1%	0%	0%	0%
JMX response time (Secs)	0	0.88	0.01	1888	100%	0%	0%	0%	0%

192.168.11.41: 80: JVM CPU Usage

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
CPU utilization of JVM (%)	0.08	46.32	2.03	1872	99.8%	0%	0%	0.2%	0%

Figure 4.22: The Snapshot that appears when a slice in the pie chart is clicked

8. The second section of the **Service Level Analysis - By Component** report depicts how well the component has performed on a daily basis during the specified period. The information depicted here enables an executive to detect the daily trends in the performance of the component. Here again, the various divisions within a bar and their respective colors denote the state variations in the component during the given period. The height of a division depends upon the duration (in minutes) for which the component has remained in a particular state.

   Note:

   By default, the **DAYWISE DISTRIBUTION** section of this page depicts the duration for which a component has remained in a particular state, in minutes. Instead, if you prefer to view the percentage of time during a day a component was in any particular state, set the **Daywise distribution reports in** flag in the **MONITOR SETTINGS** page (Configure -> Settings menu in the eG administrative interface) to **Percentage**.

9. If you click on a bar corresponding to a particular date, then, a **Snapshot Report** of the chosen component for that date will be displayed (see Figure 4.23).

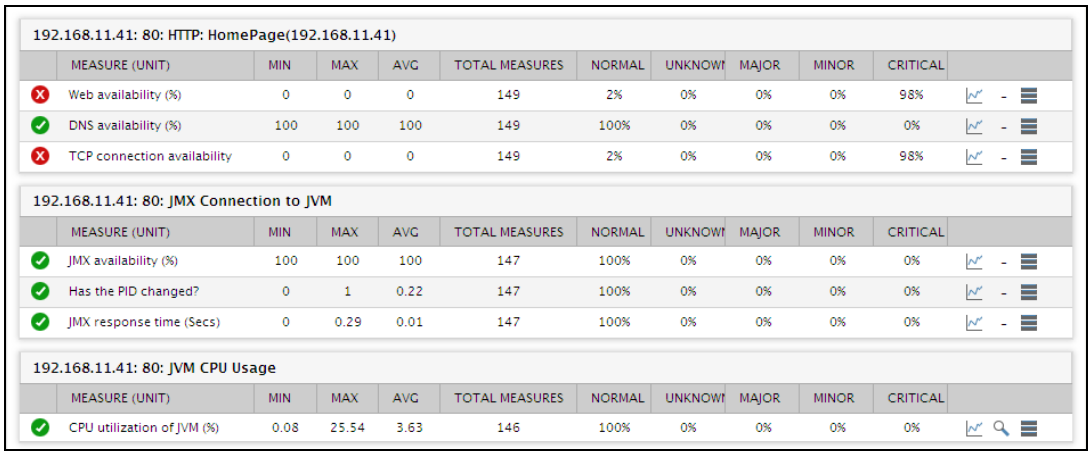


Figure 4.23: The Snapshot Report which appears when the bar corresponding to a particular date is clicked

10. The third section of the **Service Level Analysis - By Component** report is a summary table that highlights the top five alarms that have remained for the longest duration. The details displayed include the alarm priority, the **Layer** in which the problem was detected, the **Duration** of the problem, the date and time of problem occurrence (**From**) and the date and time of problem resolution (**To**). This information will help an executive figure out which layers were responsible for some of the worst problems in the component. It is also a good indicator of the efficiency of the administrative staff in fixing issues. If an entry in the **To** column is prefixed by the phrase "Open @" it indicates that the problem remained open until the end of the chosen **Timeline**. To zero-in on the exact problem that affected a layer for the displayed **Duration**, click on the layer name hyperlink. An **Event History** page (see Figure 4.24) will appear, listing the performance metrics that deviated causing the layer to suffer for the displayed **Duration**.

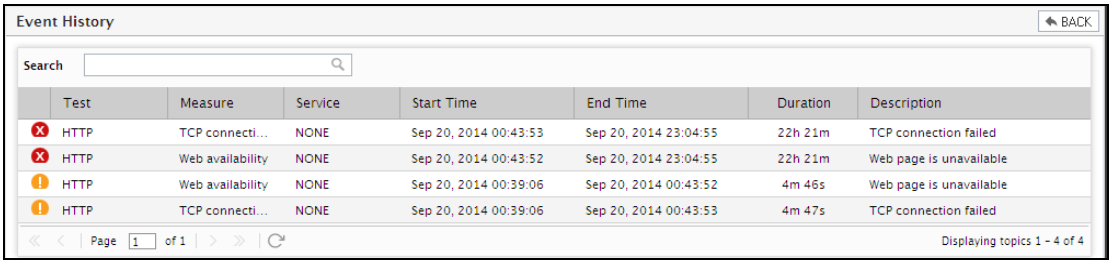


Figure 4.24: The history of alarms corresponding to the layer clicked on

11. The fourth section of the Service Level Analysis - By Component report (see 4.1.4) is an event summary, which lists all the layers in the layer model of the chosen component, and displays the percentage of time during the specified **Timeline** a layer encountered Critical/Major/Minor issues. This event summary, when viewed along with the top 5 summary, will enable you to accurately identify the problem-prone layers of the component (see 4.1.4). Clicking on a layer

name here will enable you to view all the measures that were responsible for the problems in the layer during the chosen period (see 4.1.4).

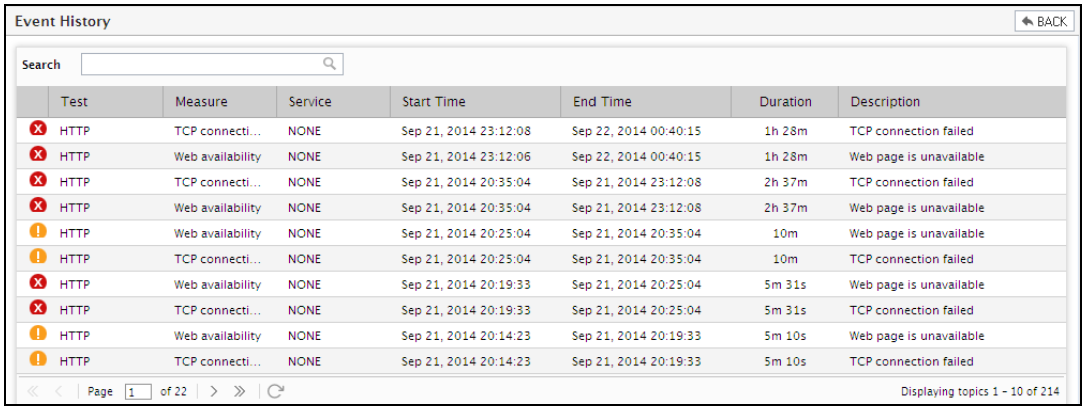


Figure 4.25: The history of alarms pertaining to the layer clicked on

12. To view the data that is plotted on the bar graph of 4.1.4, click on the **DATA** button therein. Figure 4.26 will then appear. You can print the data or save it as a **CSV** file by clicking on the required icons at the right, top corner of Figure 4.26.

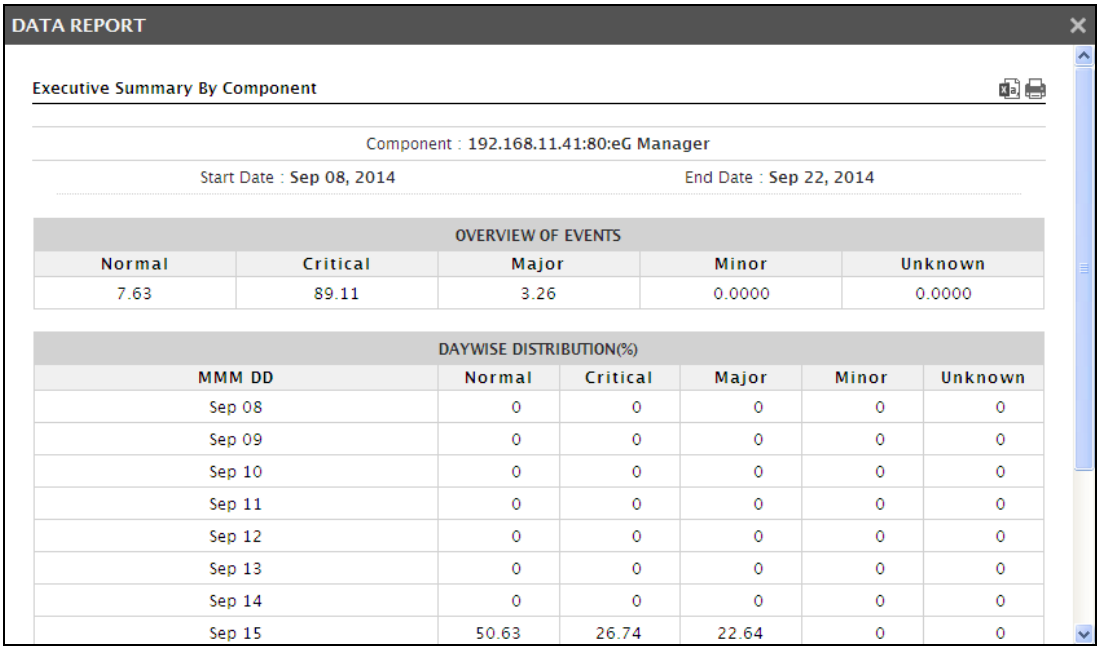


Figure 4.26: Data plotted on the bar graph

13. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then, clicking on the **Run Report** button will not invoke the report. Instead, a

message depicted by Figure 4.27 will appear.

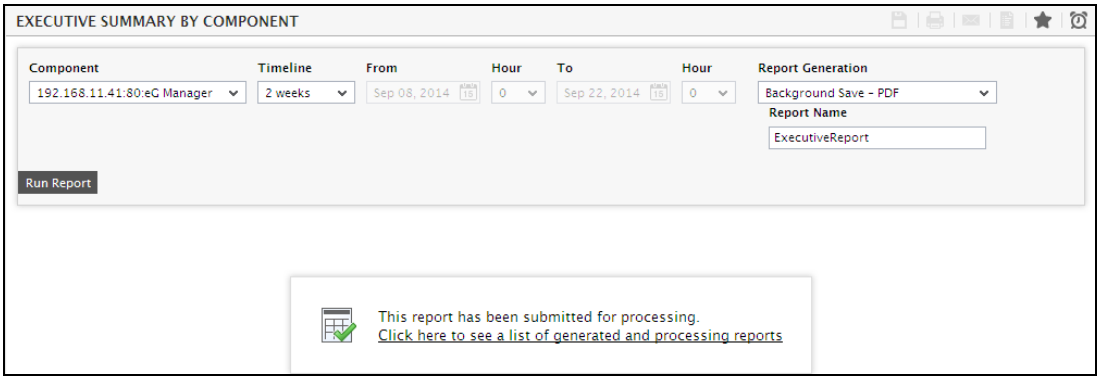


Figure 4.27: A message indicating that the report is being processed in the background

14. To view the report, click on the **Click here to see a list of generated and processing reports** link in 4.1.4.
15. Figure 4.28 will then appear listing the executive reports that have been scheduled for background generation.

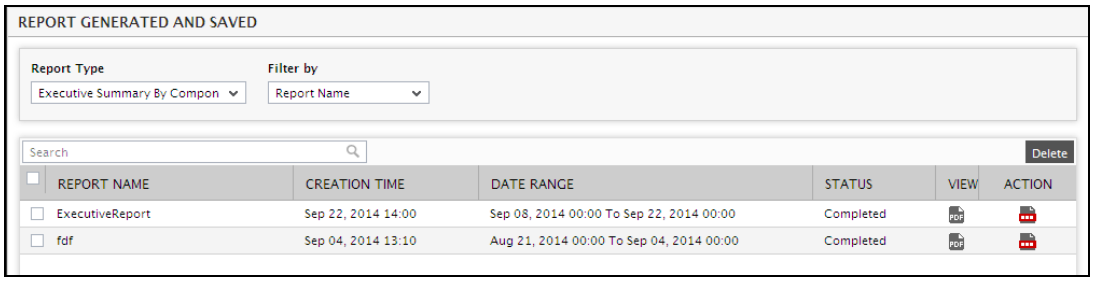


Figure 4.28: List of Background reports

16. Alongside a report name in this page, you can view when background processing of the report started (**Creation Time**), the report **Timeline**, the **Date Range** for which the report was generated, and the **Status** of the background processing of the report. Once processing completes, the report is saved as a PDF file.
17. If the **Status** column corresponding to a report displays **Completed**, then, you can view the report as a PDF by clicking on the icon against that report. If for some reason background processing fails, then the **Status** column will display **Failed** instead. In this case, you can either regenerate the report in the background, or delete the report. To regenerate the report, click on the icon.

18. If this page lists too many reports, then, you can apply one/more filter criteria on the list, so that you can quickly view information related to only those background reports that are of specific interest to you. For instance, to view the background reports of a particular type alone, select a **Report Type** from this page. To view details pertaining to all background reports, pick the **All Report Types** option from the **Report Type** list.
19. Similarly, you can view the status of a particular report, by doing the following:
    - Pick **Report Name** from the **Filter by** list.
    - Specify the whole/part of the report name in the **Search** text box and click the right-arrow button next to it.
    - The page will then display the details of only that background report, which has the name provided in the **Search** text box.
20. In the same way, you can even search for reports by status. For this, do the following:
    - Pick **Status** from the **Filter by** list.
    - Specify the status to search for in the **Search** text box and click the right-arrow button next to it.
    - The page will then display the details of only those background reports which are in the state provided in the **Search** text box.
21. To delete any of the listed reports, click on the check box alongside the report, and then click on the **DELETE** button in this page (see Figure 4.29). To delete all the listed reports, first, click on the check box adjacent to the column heading, **Report Type**; this will mark all the reports displayed in this page for deletion. Then, click on the **Delete** button.

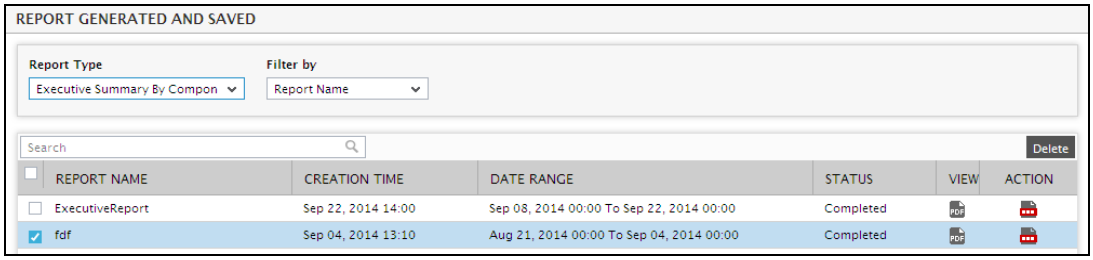


Figure 4.29: Deleting a background report

4.2 KPI Health Report

Analyzing a large infrastructure with hundreds of servers can take a lot of time and effort, and it also requires a great deal of expertise. Administrators may often find it tedious to analyze what exactly went wrong in their infrastructure and where does the bottleneck lie. In order to solve such an ordeal,

eG Enterprise has introduced the KPI Health report. This report, when generated helps the administrators analyze the performance of an IT infrastructure in a few clicks and highlight bottleneck areas in the infrastructure.

To generate this report, do the following:

1. From the **Executive Reports** node of the **REPORTS BY FUNCTION** tree, select **KPI Health**.
2. Figure 4.30 will then appear.

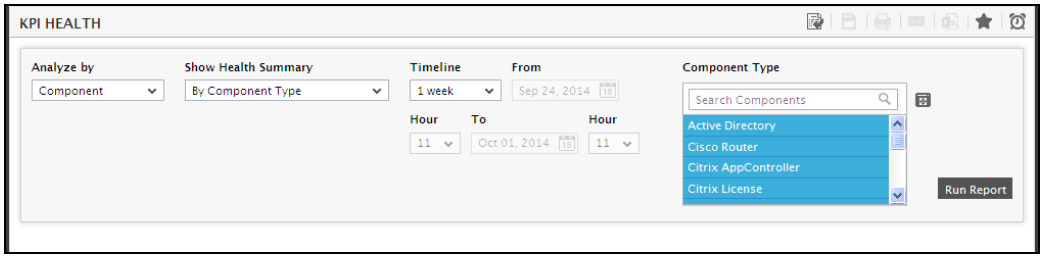


Figure 4.30: Generating the KPI Health report

3. Select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more independent components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the performance of the components on a particular service/segment/zone's performance, and accordingly take performance decisions. The options provided by the **Analyze by** list box are discussed hereunder:
   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the health of all the managed vSphere/ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list and select **Component** from the **Analyze by** list.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the performance of components that are included in a zone. Then, choose a **Zone**.
4. By default, the **By Component Type** option will be selected from the **Show Health Summary** list box. This implies that the report is generated based on the health of all the components of a chosen **Component Type**. If the **By Component** option is chosen from this list, then the report will be generated for each component of the chosen **Component Type**.

5. Next, from the **Component Type** list, select the virtual server type for which this report is to be generated. If this list consists of too many **Component Type**s, then viewing all the component types and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Component Type** list. This will open the **COMPONENT TYPE** pop up window using which you can view almost all the component types in a single interface and **Select** the ones for which the report is to be generated. If there are still too many component types in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component type to search for in this text box, and click the icon next to it. The **Component Type** list will then be populated with all component types that embed the specified search string. Select the component type of your choice from this list.

6. Specify a **Timeline** for the report.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Component Type**s for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 4.31). The steps below discuss each of these settings and how they can be customized.

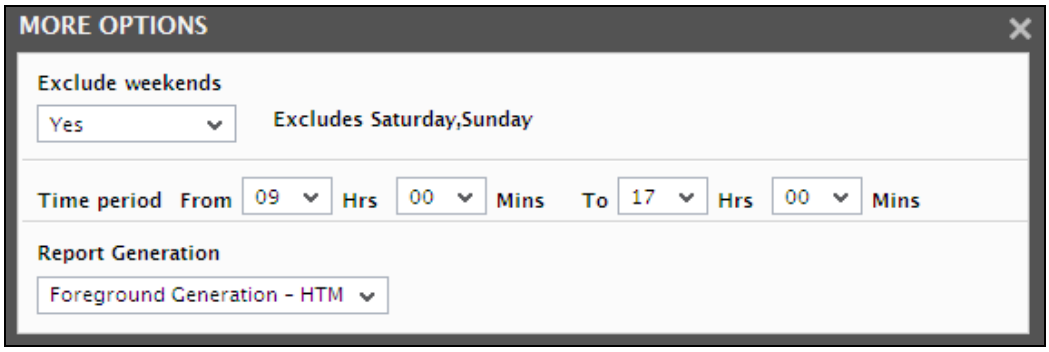


Figure 4.31: The default settings for generating the KPI Health report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[VIRTUAL_ MEASURE_ GROUP]** section of the file, the **EXCLUDE_ WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.

9. Next, indicate the report **Timeperiod**.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.
12. The KPI Health report will be generated as shown in Figure 4.32.

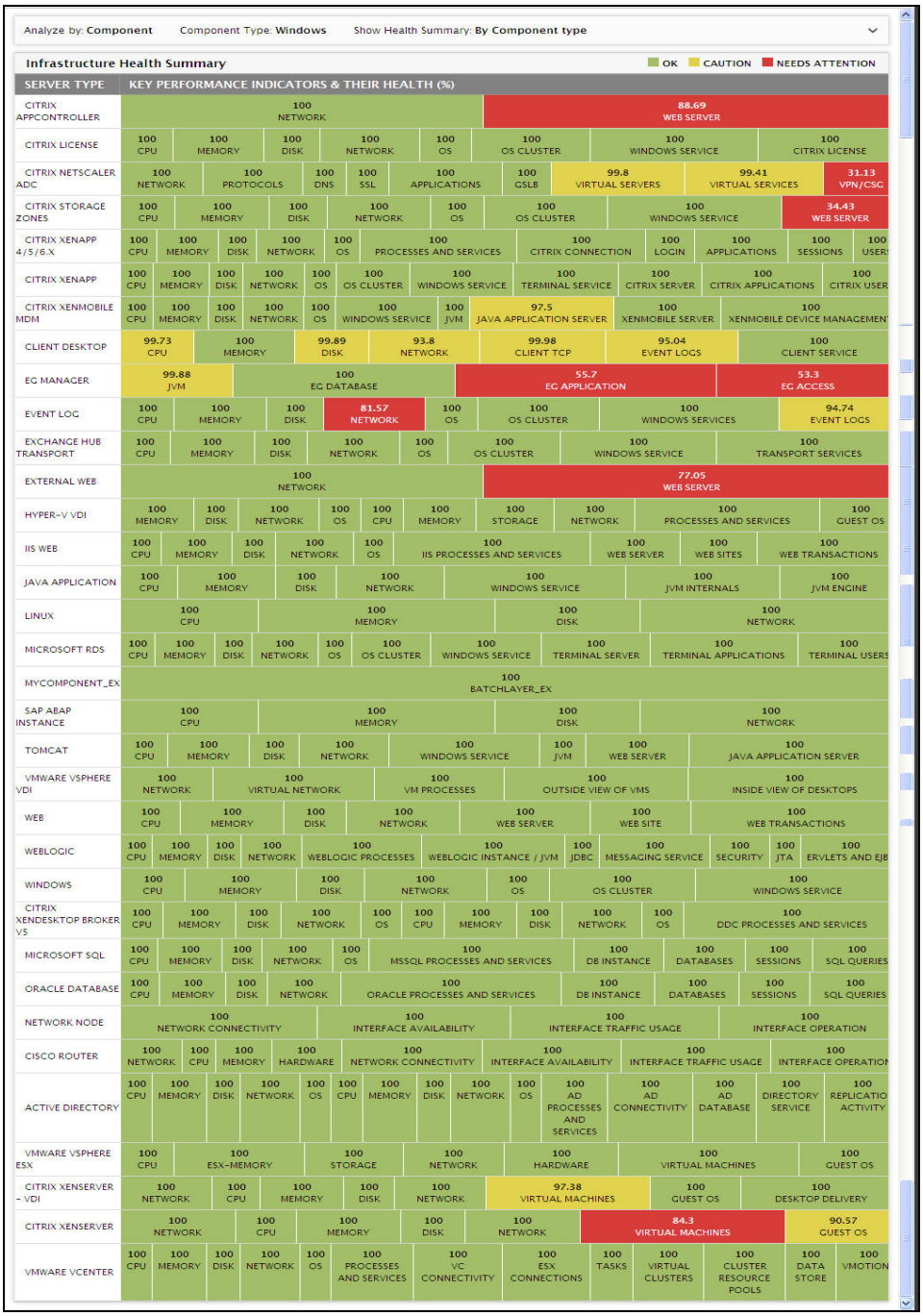


Figure 4.32: The KPI Heath Report

13. From the generated report, you can easily identify the health of the target infrastructure. The generated report consists of the **Server Type** column and the **Key Performance Indicators and their Health(%)** column. The **Key Performance Indicators and their Health** column is further divided in terms of the layers available for the chosen **Component Type**. The health of

each layer is represented using distinct colors and values as mentioned in the table below:

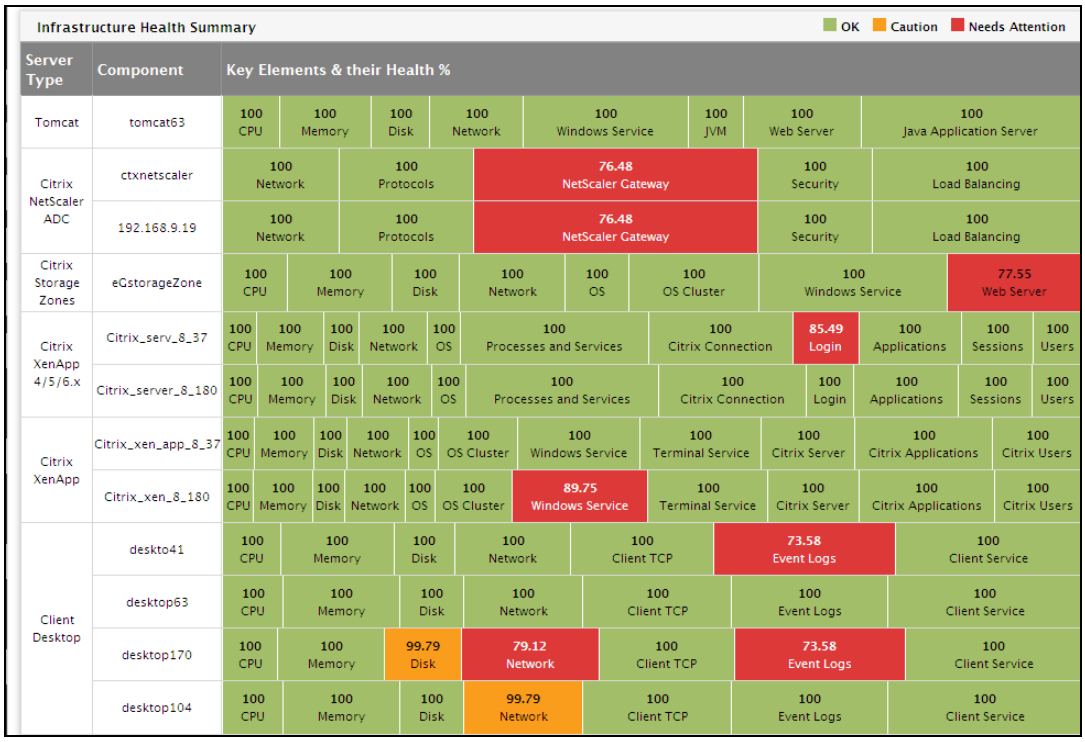
Color	Value	Health
Green	100	OK
Orange	less than 100 and greater than 90	Caution
Red	less than 90	Needs attention

Note:

Administrators can do the following to reconfigure the values with the values of their choice:

- Edit the **eg_report.ini** file in the <**EG_INSTALL_DIR**>\manager\config directory.
- In the **[INFRASTRUCTURE_ HEALTH_ REPORT]** section of the file, the **UnhealthyBound1** parameter is set to 100 and the **UnhealthyBound2** parameter is set to 90 by default. You can modify this by setting the values of your choice for these parameters. If you set the **UnhealthyBound1** to 90 and the **UnhealthyBound2** to 80, then the color **Red** will appear for a value less than 80 in the generated report and the color **Orange** will appear for the value less than 90 and greater than 80 in the generated report.
- Save the file after making the required changes.

14. If the **By Component** option is chosen from the **Show Health Summary**, then an additional **Component** column will appear. The report will be generated for each individual component of the chosen **Component Type** (see 4.2).



Infrastructure Health Summary — OK | Caution | Needs Attention

Server Type	Component	Key Elements & their Health %																					
Tomcat	tomcat63	100 CPU	100 Memory	100 Disk	100 Network	100 Windows Service	100 JVM	100 Web Server	100 Java Application Server														
Citrix NetScaler ADC	ctxnetscaler	100 Network	100 Protocols	76.48 NetScaler Gateway	100 Security	100 Load Balancing																	
	192.168.9.19	100 Network	100 Protocols	76.48 NetScaler Gateway	100 Security	100 Load Balancing																	
Citrix Storage Zones	eGstorageZone	100 CPU	100 Memory	100 Disk	100 Network	100 OS	100 OS Cluster	100 Windows Service	77.55 Web Server														
Citrix XenApp 4/5/6.x	Citrix_serv_8_37	100 CPU	100 Memory	100 Disk	100 Network	100 OS	100 Processes and Services	100 Citrix Connection	85.49 Login	100 Applications	100 Sessions	100 Users											
	Citrix_server_8_180	100 CPU	100 Memory	100 Disk	100 Network	100 OS	100 Processes and Services	100 Citrix Connection	100 Login	100 Applications	100 Sessions	100 Users											
Citrix XenApp	Citrix_xen_app_8_37	100 CPU	100 Memory	100 Disk	100 Network	100 OS	100 OS Cluster	100 Windows Service	100 Terminal Service	100 Citrix Server	100 Citrix Applications	100 Citrix Users											
	Citrix_xen_8_180	100 CPU	100 Memory	100 Disk	100 Network	100 OS	100 OS Cluster	89.75 Windows Service	100 Terminal Service	100 Citrix Server	100 Citrix Applications	100 Citrix Users											
Client Desktop	deskto41	100 CPU	100 Memory	100 Disk	100 Network	100 Client TCP	73.58 Event Logs	100 Client Service															
	desktop63	100 CPU	100 Memory	100 Disk	100 Network	100 Client TCP	100 Event Logs	100 Client Service															
	desktop170	100 CPU	100 Memory	99.79 Disk	79.12 Network	100 Client TCP	73.58 Event Logs	100 Client Service															
	desktop104	100 CPU	100 Memory	100 Disk	99.79 Network	100 Client TCP	100 Event Logs	100 Client Service															

Figure 4.33: The KPI Health Report when the 'By Component' option is chosen

15. If the **By Infrastructure Tier** option is chosen from the **Show Health Summary**, then an additional **Infrastructure Tier** column will appear in the report. This Infrastructure Tier column shows the category name of the Component Types that possess similar functionalities i.e., the component types with similar functionalities will be logically grouped under a common category name. For example, the **Oracle Database** and **Microsoft SQL** Component Types will be grouped under the **Database Servers** (see 4.2).

Figure 4.34: The KPI Health report when the By Infrastructure Tier option is clicked

16. Administrators can further drill down the report and figure out the exact bottleneck area in the infrastructure by clicking each problematic layer of the chosen **Component Type**. In our example, let us click on the Virtual Servers layer of the Citrix Netscaler ADC component (see Figure 4.30), a pop up window will appear as shown in Figure 4.35 listing the problems that are currently affecting the health of the layer.

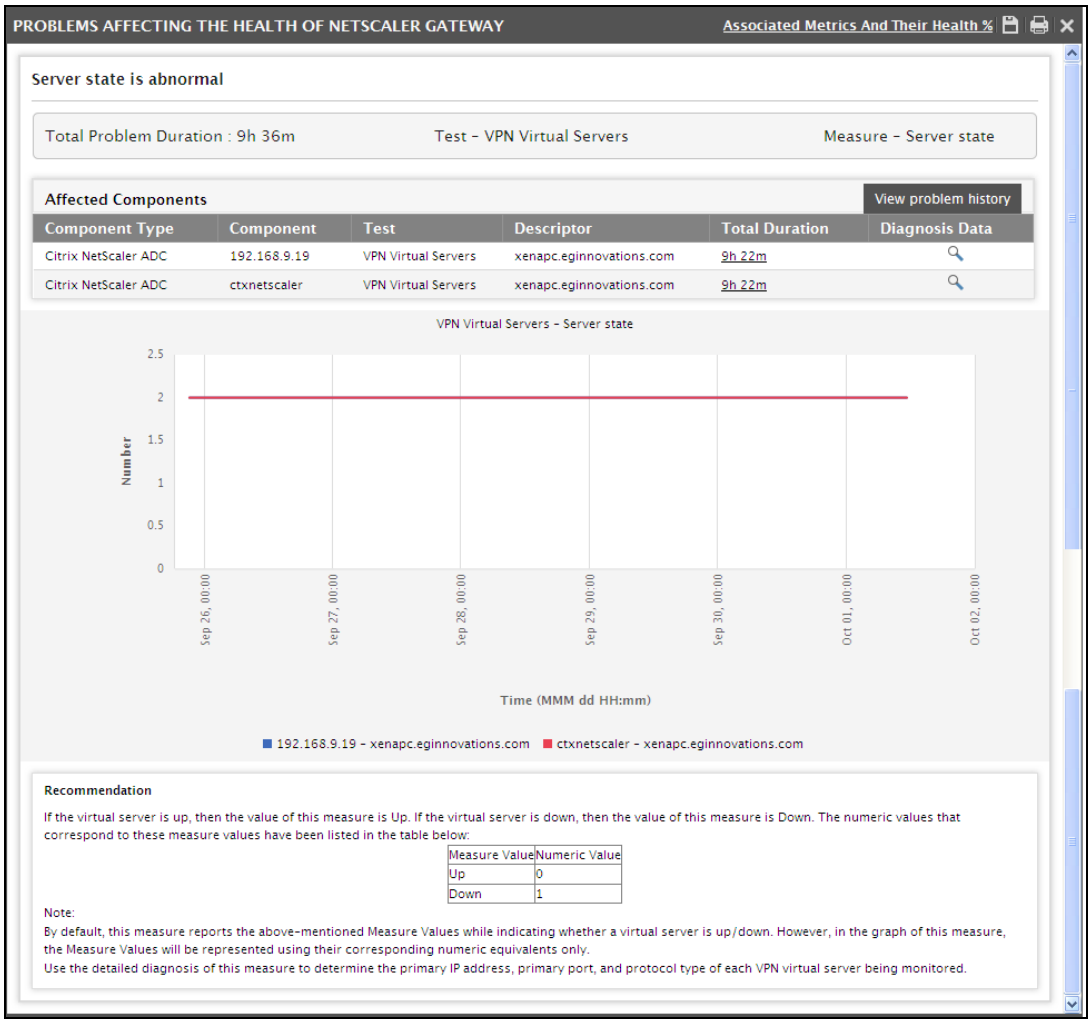


Figure 4.35: The pop up window that lists the currently existing problems in the layer

17. From Figure 4.35, you can easily identify that each problem encountered by the layer has been dealt with a graphical representation and the duration of the problem. You can also easily identify the **Test** and the **Measure** that is causing the problem and the total time duration for which this measure has been problematic can be identified using the **Total Problem Duration** field. Additionally, a graph represents the exact time duration for which this measure has been problematic. The **Recommendation** section helps you in interpreting the problem and provides suggestions to overcome the problem (in some cases).

18. Clicking the **View Problem History** button of Figure 4.35 opens a **PROBLEM HISTORY** pop up window (see Figure 4.36) which lists the time periods during which the health of the chosen components were affected.

PROBLEM HISTORY

Type	Component – Descriptor	Start Time	Duration
Citrix NetScaler ADC	192.168.9.19-xenapc.eginnovations.com	Sep 26, 2014 09:59:52	14mins
Citrix NetScaler ADC	192.168.9.19-xenapc.eginnovations.com	Sep 26, 2014 11:26:36	5hrs 34mins
Citrix NetScaler ADC	192.168.9.19-xenapc.eginnovations.com	Sep 30, 2014 11:16:31	3hrs 17mins
Citrix NetScaler ADC	192.168.9.19-xenapc.eginnovations.com	Oct 01, 2014 10:49:04	32mins
Citrix NetScaler ADC	ctxnetscaler-xenapc.eginnovations.com	Sep 26, 2014 09:59:52	14mins
Citrix NetScaler ADC	ctxnetscaler-xenapc.eginnovations.com	Sep 26, 2014 11:26:36	5hrs 34mins
Citrix NetScaler ADC	ctxnetscaler-xenapc.eginnovations.com	Sep 30, 2014 11:16:31	3hrs 17mins

Figure 4.36: The Problem History pop up window

19. If the detailed diagnosis for a chosen measure is collected by the eG egent, then clicking on the icon of Figure 4.35 will lead you to 4.2 that shows the Detailed diagnosis of the measure.

DIAGNOSIS FOR ERRORS – EGMANAGER

Diagnosis

Component: 192.168.9.19 | Test: VPN Virtual Servers | Description: xenapc.eginnovations.com

Measurement: Server state | Timeline: 1 hour | From: Oct 01, 2014 | Hr: 10 | Min: 23 | To: Oct 01, 2014

Hr: 11 | Min: 23 | Submit

Shows the details of VPN virtual servers on NetScaler

TIME	PRIMARY IP ADDRESS	PRIMARY PORT	PROTOCOL TYPE
Oct 01, 2014 11:21:58	192.168.10.49	443	SSL
Oct 01, 2014 11:17:15	192.168.10.49	443	SSL
Oct 01, 2014 11:12:37	192.168.10.49	443	SSL
Oct 01, 2014 11:07:55	192.168.10.49	443	SSL
Oct 01, 2014 11:03:19	192.168.10.49	443	SSL
Oct 01, 2014 10:58:14	192.168.10.49	443	SSL
Oct 01, 2014 10:53:38	192.168.10.49	443	SSL
Oct 01, 2014 10:48:57	192.168.10.49	443	SSL

Figure 4.37: The detailed diagnosis of the chosen measure

20. To view the health of all the measures that are associated with the chosen component and Component Type, click on the **Associated Metrics and Their Health%** link in Figure 4.35. This will lead you to Figure 4.38 where you will be able to figure out the measures that have been problematic and affecting the overall health of the chosen **Component Type**.

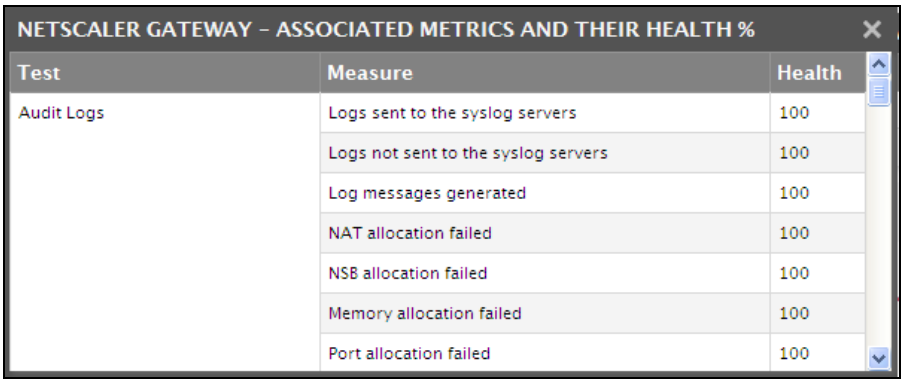


Figure 4.38: The pop up window displaying the health of the metric associated with the chosen Component Type

4.3 Top Events Report

The **Top Events** report can be used to analyze the history of past events recorded by the eG Enterprise system, to determine which component, component type, or test is seeing the most number of events. Events can also be classified based on severity.

This report serves two main purposes. Administrators can use this report to identify which components or component types are seeing the most events. Using this report, administrators can determine where the "weak links" in their environment are. By classifying the events based on the test that generated the events, administrators can determine which tests are generating the most events. By verifying the authenticity of events being reported for the tests with the highest number of events, administrators can identify the tests for which the threshold settings may need to be tuned (thereby minimizing the number of "false" alerts generated by the system).

To generate a Top Events report, do the following:

1. Select the **Top Events** option from the **Executive Summary** node of the **REPORTS BY FUNCTION** tree.
2. Figure 4.39 will then appear.

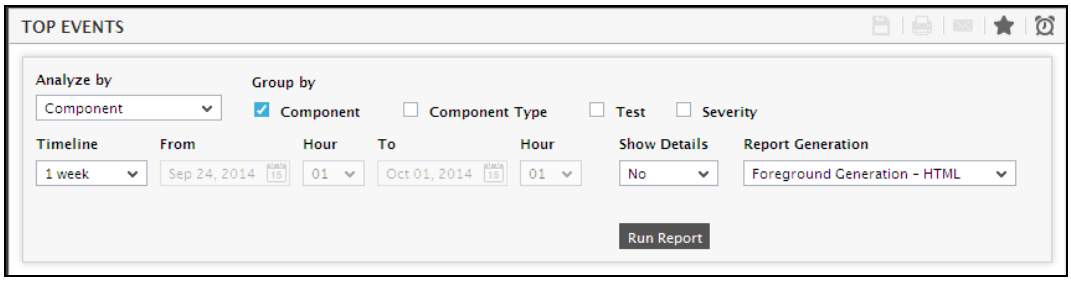


Figure 4.39: Event Analysis for a particular zone

3. If you want to perform an analysis of events pertaining to a particular zone/segment/service, then select the **Zone**, **Segment**, or **Service** option (as the case may be) from the **Analyze by** list box. You will then be prompted to select a specific **Zone**, **Segment**, or **Service** to be analyzed.

4. On the other hand, if you want to analyze the events related to all components across the monitored infrastructure, then select the **Component** option from the **Analyze by** list box (see Figure 4.40).

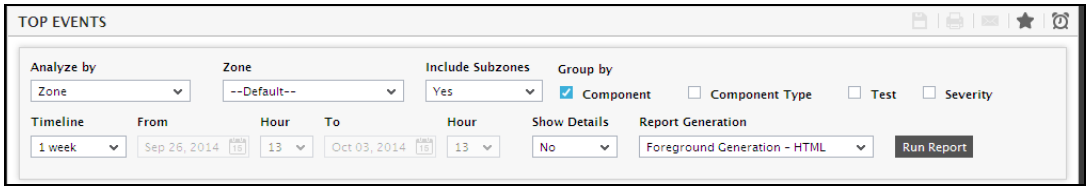


Figure 4.40: Event analysis across the environment

5. Next, you will find that Figure 4.40 offers four check boxes. You can select any/few/all the available check boxes depending upon your reporting needs. For instance, to view the number of alerts that were generated for every component in the target environment or in the selected zone, service, or segment during a particular period, use the **Component** option from the **Group by** section of Figure 4.40. By default, the **Component** option is chosen.

6. Specify a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

7. Then, proceed to indicate whether the resulting report should include detailed event descriptions or not. By default, the **Event Analysis** report displays an event summary along with a graph depicting event distribution across the chosen parameters (i.e., **Component**, **Component Type**, **Test**, and/or **Severity**). Accordingly, the **Show Details** flag is set to **No** by default. If you want the report to include complete event details, select the **Yes** option.
8. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the

background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

9. Finally, click the **Run Report** button. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, and if the **Component** check box had been selected earlier, then, clicking on the **Run Report** button will invoke Figure 4.41. Figure 4.41 displays a bar chart of the top 10 problem-prone components in the monitored environment or in the chosen zone/segment/service. With the most problematic components thus revealed, you can instantly proceed to investigate the reasons for the performance degradation, and promptly initiate the necessary remedial measures.
10. To know how all the other components have performed, look below the bar chart. You will find a tabulated list of all the managed components in the environment or in the selected zone/service/segment, and the number of alerts that were generated for every component during the specified **Timeline**. Every number so displayed will be expressed as a percentage of the total number of alerts (displayed at the end of the report), and this value will appear in brackets alongside the number. Moreover, if the **Show Details** flag had been set to **Yes** for the report, then an additional **Details of events** section will appear (see Figure 4.41), which will provide the complete details of the events summarized above.

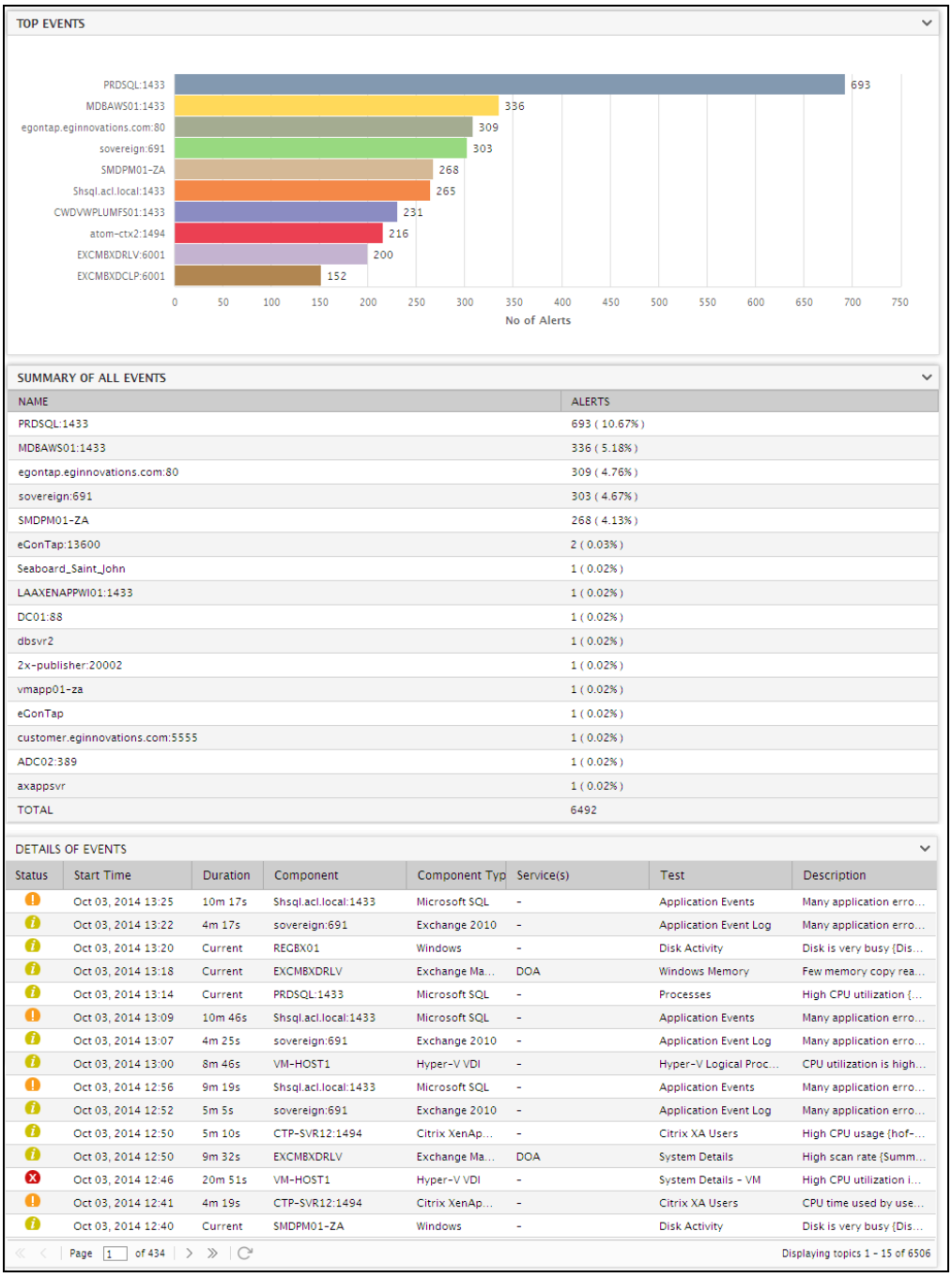
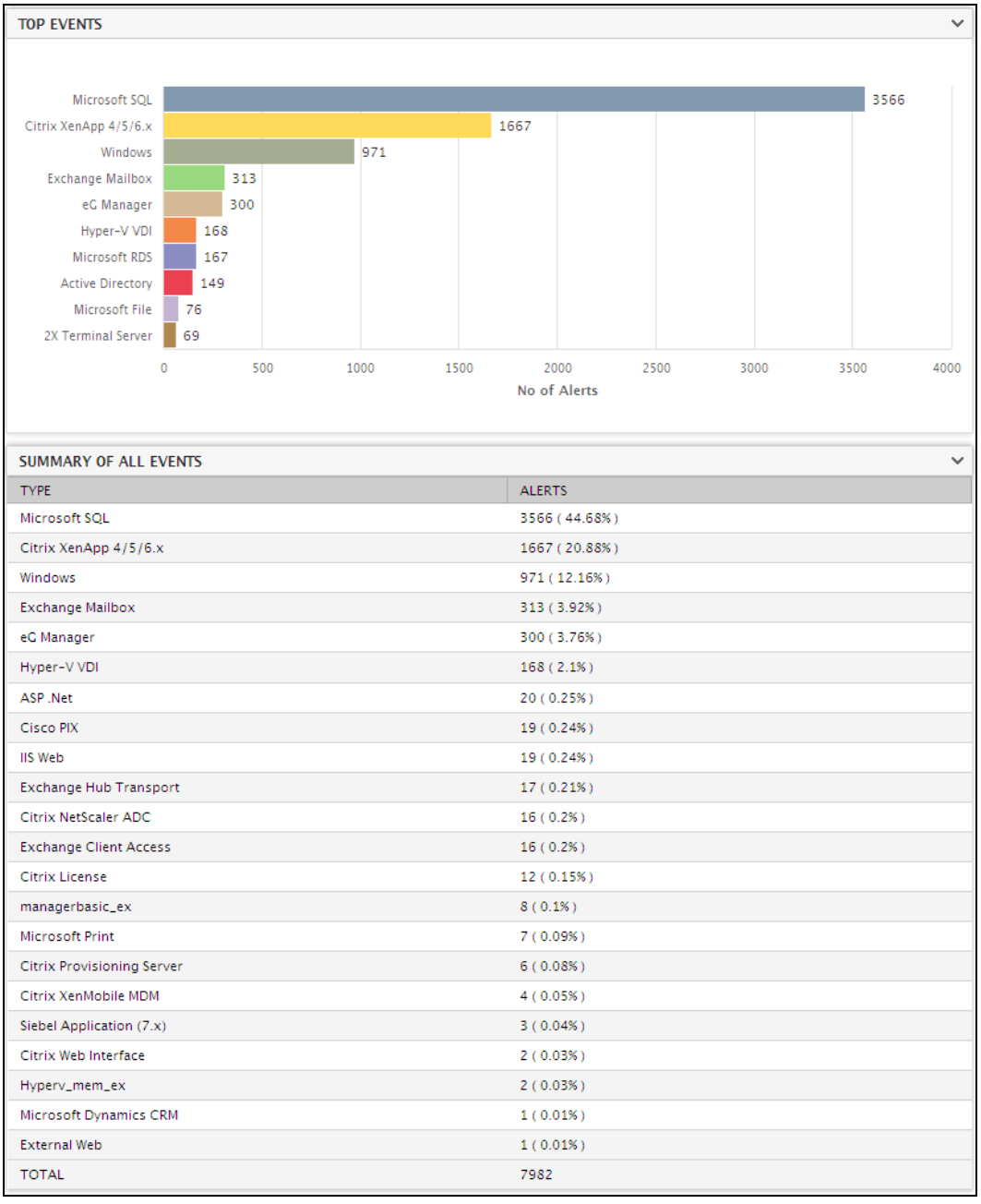


Figure 4.41: An Event Analysis for Components

11. Similarly, if the **Component Type** option had been chosen from Figure 4.39, a bar chart revealing the top 10 problem-prone component-types will appear (see Figure 4.42). Besides this, the complete list of problem component- types in the infrastructure or in the chosen zone/service/segment, and the number of problems they encountered during the specified

Timeline will also be available. The list is sorted in the descending order of the number of alerts.

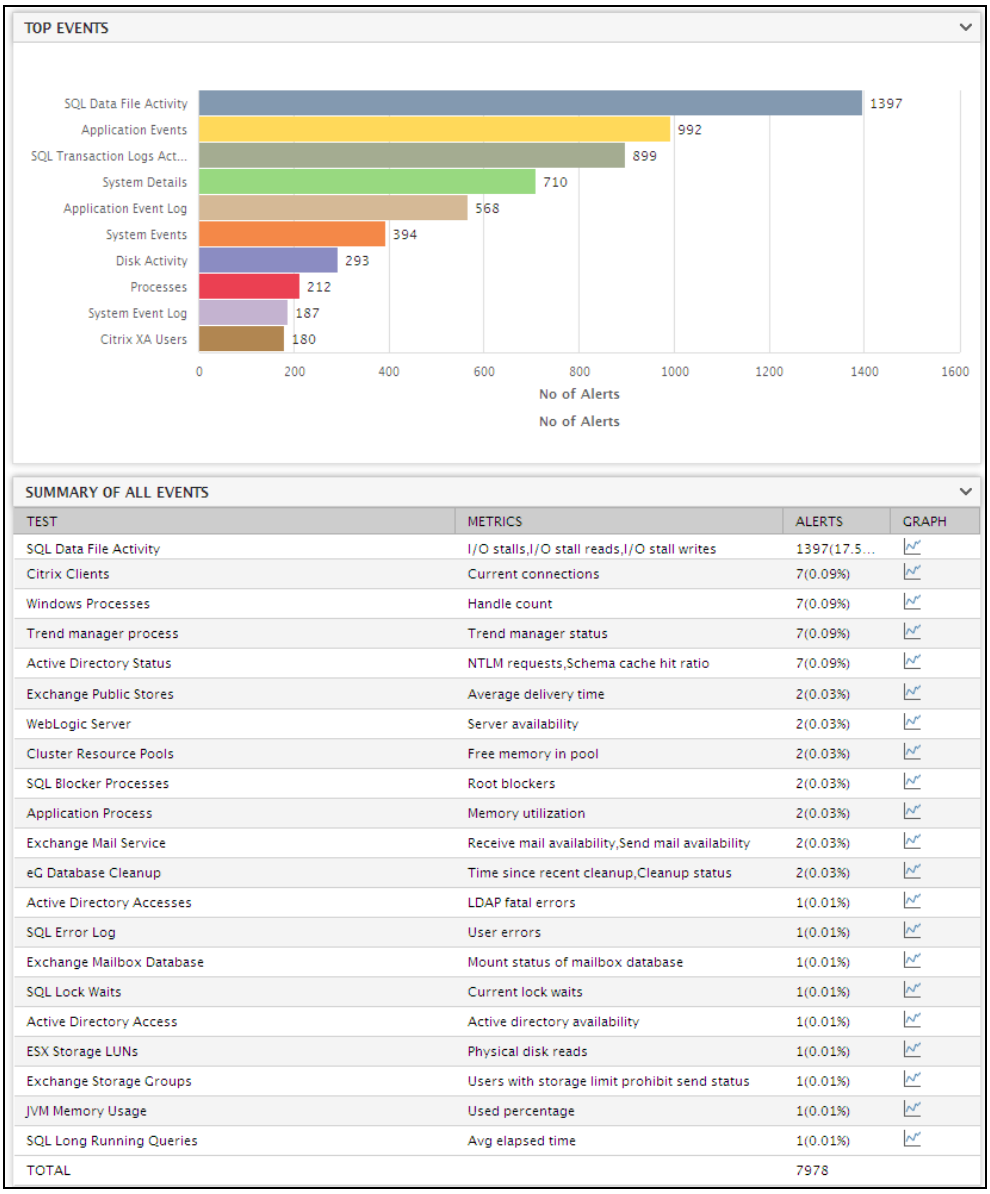


TYPE	ALERTS
Microsoft SQL	3566 (44.68%)
Citrix XenApp 4/5/6.x	1667 (20.88%)
Windows	971 (12.16%)
Exchange Mailbox	313 (3.92%)
eG Manager	300 (3.76%)
Hyper-V VDI	168 (2.1%)
ASP .Net	20 (0.25%)
Cisco PIX	19 (0.24%)
IIS Web	19 (0.24%)
Exchange Hub Transport	17 (0.21%)
Citrix NetScaler ADC	16 (0.2%)
Exchange Client Access	16 (0.2%)
Citrix License	12 (0.15%)
managerbasic_ex	8 (0.1%)
Microsoft Print	7 (0.09%)
Citrix Provisioning Server	6 (0.08%)
Citrix XenMobile MDM	4 (0.05%)
Siebel Application (7.x)	3 (0.04%)
Citrix Web Interface	2 (0.03%)
Hyperv_mem_ex	2 (0.03%)
Microsoft Dynamics CRM	1 (0.01%)
External Web	1 (0.01%)
TOTAL	7982

Figure 4.42: An Event Analysis for Component-types

12. Likewise, if the test option had been chosen earlier, then, the resulting report will enable you to identify at a single glance, the performance areas that have been hit badly during a particular period. The details provided by this report include the following:

- A bar chart (see Figure 4.43) denoting the top-10 tests that reported the maximum number of performance issues; a quick glance at this bar chart enables administrators to easily identify the worst performance areas in the environment as a whole or in the chosen zone/segment/service, and assess how badly they have been affected.
- A table that displays the complete list of tests that executed in the environment or in the zone/service/segment, and the number of **ALERTS** per test (see Figure 4.43); accompanying every test is a comma-separated list of problem measures reported by that test, in brackets; this list is sorted in the descending order of the number of alerts, and provides an overview of the test behavior.



SUMMARY OF ALL EVENTS

TEST	METRICS	ALERTS	GRAPH
SQL Data File Activity	I/O stalls,I/O stall reads,I/O stall writes	1397(17.5...	
Citrix Clients	Current connections	7(0.09%)	
Windows Processes	Handle count	7(0.09%)	
Trend manager process	Trend manager status	7(0.09%)	
Active Directory Status	NTLM requests,Schema cache hit ratio	7(0.09%)	
Exchange Public Stores	Average delivery time	2(0.03%)	
WebLogic Server	Server availability	2(0.03%)	
Cluster Resource Pools	Free memory in pool	2(0.03%)	
SQL Blocker Processes	Root blockers	2(0.03%)	
Application Process	Memory utilization	2(0.03%)	
Exchange Mail Service	Receive mail availability,Send mail availability	2(0.03%)	
eG Database Cleanup	Time since recent cleanup,Cleanup status	2(0.03%)	
Active Directory Accesses	LDAP fatal errors	1(0.01%)	
SQL Error Log	User errors	1(0.01%)	
Exchange Mailbox Database	Mount status of mailbox database	1(0.01%)	
SQL Lock Waits	Current lock waits	1(0.01%)	
Active Directory Access	Active directory availability	1(0.01%)	
ESX Storage LUNs	Physical disk reads	1(0.01%)	
Exchange Storage Groups	Users with storage limit prohibit send status	1(0.01%)	
JVM Memory Usage	Used percentage	1(0.01%)	
SQL Long Running Queries	Avg elapsed time	1(0.01%)	
TOTAL		7978	

Figure 4.43: An Event Analysis for Tests

13. On the other hand, if you had chosen the severity option from Figure 4.39, then, you would be able to view the number of critical, major, and minor issues that attacked the environment or the selected zone/service/segment during a given period. This again is graphically represented and available as a tabulation as well, and clearly indicates the type of errors that were common (see 4.3) during the specified timeline.

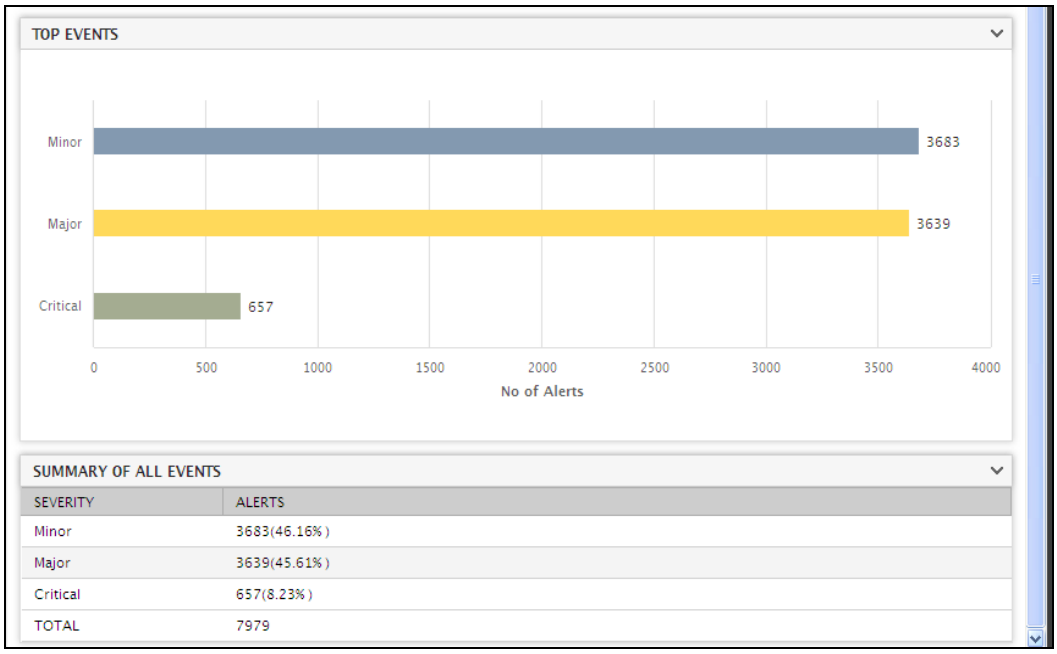
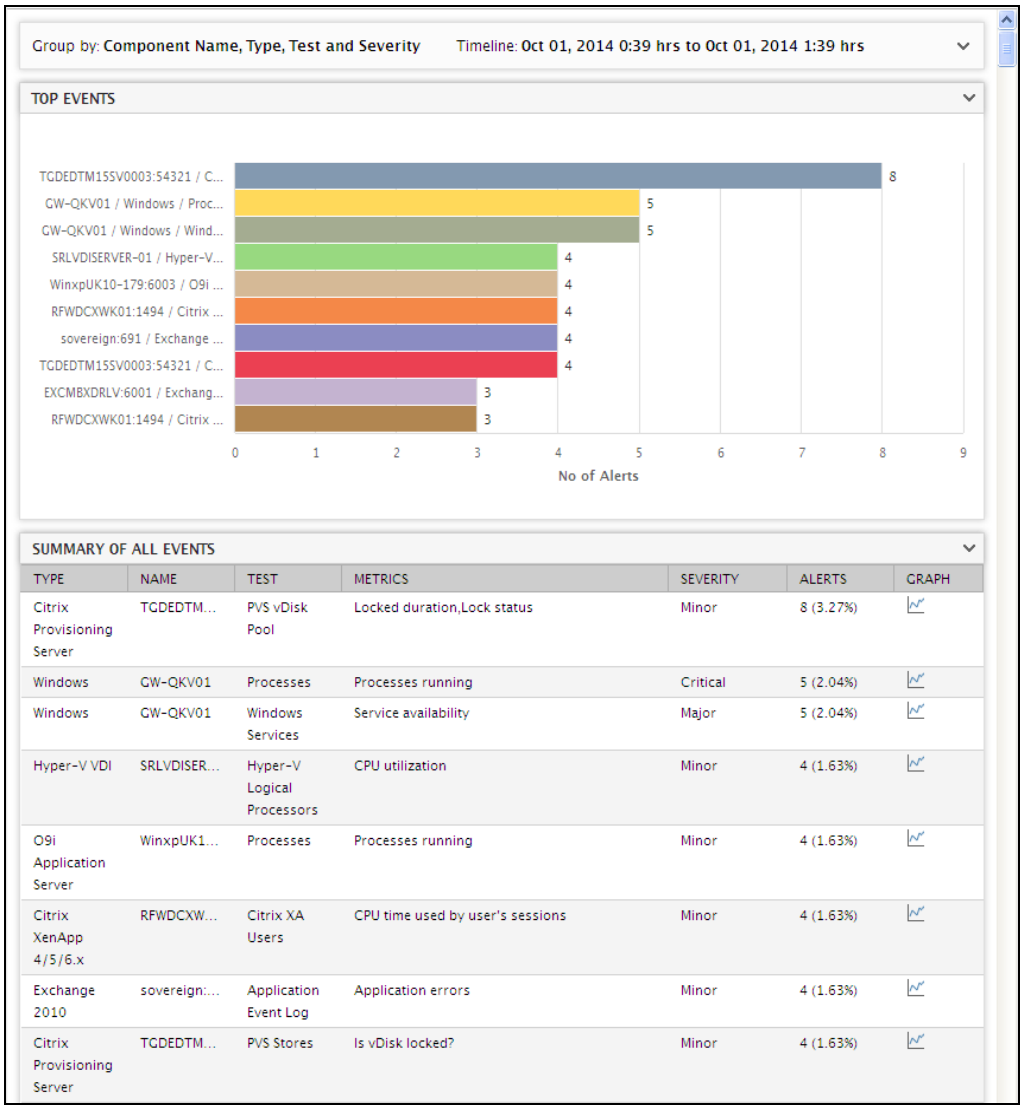


Figure 4.44: An Event Analysis for Alarm Priorities

14. For a deeper insight into the event patterns in your infrastructure or in the zone/segment/service that you have chosen for analysis, you can employ a combination of the parameters provided in Figure 4.39 - i.e., you can choose multiple options from the event analysis page. For instance, selecting all the four options from Figure 4.39, will generate the report depicted by Figure 4.45.



TYPE	NAME	TEST	METRICS	SEVERITY	ALERTS	GRAPH
Citrix Provisioning Server	TGDEDTM...	PVS vDisk Pool	Locked duration,Lock status	Minor	8 (3.27%)	
Windows	GW-QKV01	Processes	Processes running	Critical	5 (2.04%)	
Windows	GW-QKV01	Windows Services	Service availability	Major	5 (2.04%)	
Hyper-V VDI	SRLVDISER...	Hyper-V Logical Processors	CPU utilization	Minor	4 (1.63%)	
O9i Application Server	WinxpUK1...	Processes	Processes running	Minor	4 (1.63%)	
Citrix XenApp 4/5/6.x	RFWDCXW...	Citrix XA Users	CPU time used by user's sessions	Minor	4 (1.63%)	
Exchange 2010	sovereign:...	Application Event Log	Application errors	Minor	4 (1.63%)	
Citrix Provisioning Server	TGDEDTM...	PVS Stores	Is vDisk locked?	Minor	4 (1.63%)	

Figure 4.45: An Event Analysis for all the options offered

15. As you can see, Figure 4.45 displays a bar chart depicting the top-10 event producing combinations. Below the bar chart, is a table that reveals the problem tests and measures for every component in the target environment (or in the zone/service/segment), the number and percentage of alerts that were generated for that component, the alert type (whether critical, major, or minor), and the corresponding component-type. A quick look at this report helps you easily identify the bottleneck areas and the type of issues these areas are been plagued by, so that steps for an early resolution can be immediately taken.

16. If you want this event summary to be supplemented by detailed event information, then set the **Show Details** flag in this page to **Yes**. Doing so invokes a report consisting of a bar chart, followed by an event summary, and finally, a detailed event-by-event history, which includes the

start time of the event, event duration, the affected component, component type, test, and service, and a brief event description.

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

4.4 Uptime/Downtime Analysis Reports

Uptime is a key measure of the general health and availability of the critical servers and network devices in an IT infrastructure. Periodic uptime values that the eG agent reports for target servers and devices can alert you to unscheduled reboots that occurred recently; however, to effectively assess server/device availability over time, accurately determine unexpected and prolonged breaks in availability, and accordingly ascertain service level achievements/slippages, a look at the total uptime of a server/device and the total number of reboots it experienced over a period of time is necessary. To enable such an analysis for one/more critical components of an IT infrastructure, eG Enterprise provides **Uptime/Downtime Analysis** reports.

Using the **Uptime/Downtime Analysis** reports, you can figure out the following:

- Which servers/devices are the healthiest, in terms of availability?
- Which servers/devices have been down for the longest period of time? How long was each server/device unavailable during the specified timeline?
- How many times during the designated period did a server/device reboot? How many of these were scheduled reboots? How long was the server/device down before every reboot?
- Which servers had the least uptime/downtime and how many servers were available in the target environment?

To generate this report, do the following:

1. Select the **Uptime/Downtime Analysis** option from the **Executive Summary** node of the **REPORTS BY FUNCTION** tree.

2. When 4.4 appears, first indicate the **Report Type** to be generated. For viewing the uptime details of components in a table, choose the **Details** option. For graphically representing the uptime/downtime of chosen components, select the **Summary** option. By default, the **Overview** option is chosen from this list. By selecting the **Overview** option and generating this report, administrators would be able to figure out the total number of servers in their environment and quickly identify the number of servers with least uptime/downtime.

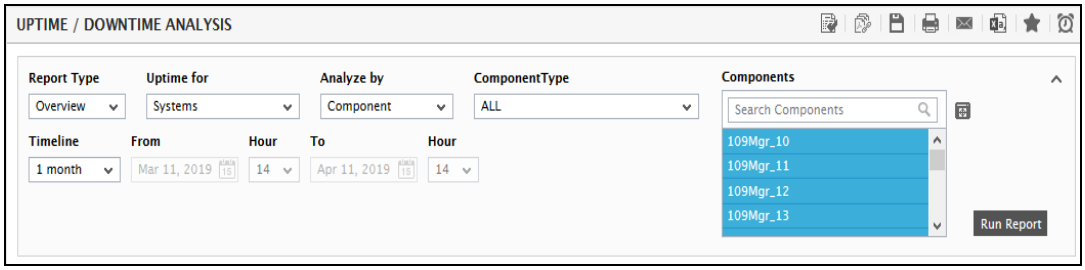


Figure 4.46: Specifying the criteria for Uptime/Downtime Analysis reports

3. Next, pick an option from the **Uptime for** list and indicate whether the report to be generated is for **Systems** or **Network Devices**.

4. By default, selecting the **Systems** option from the **Uptime for** list will populate the **Systems** list box in 4.4 with all the managed systems in the target environment. Similarly, by default, selecting the **Network Devices** option from the **Uptime for** list will populate the **Network Devices** list box that will appear in this case, with all the managed network devices in the target environment. You would have to pick and choose the systems/network devices for which the report is to be generated from the **Systems** or **Network Devices** list box (as the case may be).

5. This implies that in the case of large IT infrastructures characterized by hundreds of components, a large number of systems/network devices will be made available for selection in the **Systems** or **Network Devices** list boxes; selecting the desired components from this 'endless' list will hence become a painful exercise. To ease the pain involved in choosing the components for report generation, eG Enterprise provides an **Analyze by** list; by selecting an option from this list, you can quickly condense the **Systems** or **Network Devices** list and then swiftly identify the components of interest to you. By default, the **Component** option is chosen from the **Analyze by** list - this indicates that by default, the **Systems** and **Network Devices** list will display all the managed systems and network devices (as the case may be) in the target environment. The other options in the list include:

   - **Zone**: To generate an uptime report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. An **Include Subzone** flag also

appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Include Subzone** flag to **Yes**.

- **Segment**: If you want to generate an uptime report for one/more components that belong to a segment, select the **Segment** option from **Analyze by**, and then pick the **Segment** from the drop-down list that appears.
- **Service**: If you want to generate an uptime report for one/more components involved in the delivery of a service, select the **Service** option from **Analyze by**, and then pick the required **Service** from the drop-down list that appears.

6. Then, to further filter the components listed in the **Systems** (or **Network Devices**) list box, pick a **Component Type** - this way, only those systems/network devices that are of the chosen type will be available for selection in the **Systems** (or **Network Devices**) list box. By default, the **ALL** option is chosen here indicating that all managed systems/network devices in the target environment will be displayed in the **Systems** (or **Network Devices**) list box by default.
7. Select the systems/network devices for which uptime reports are to be generated from the **Systems** or **Network Devices** list box (as the case may be). If the list consists of too many **Systems** or **Network Devices**, then viewing all the systems/network devices and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Systems** or **Network Devices** list (as the case may be). The **SYSTEMS/NETWORK DEVICES** pop up window will then appear using which you can view almost all the systems/network devices in a single interface and select the ones for which the report is to be generated.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and

To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Systems** or **Network Devices** for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 4.47). The steps below discuss each of these settings and how they can be customized.

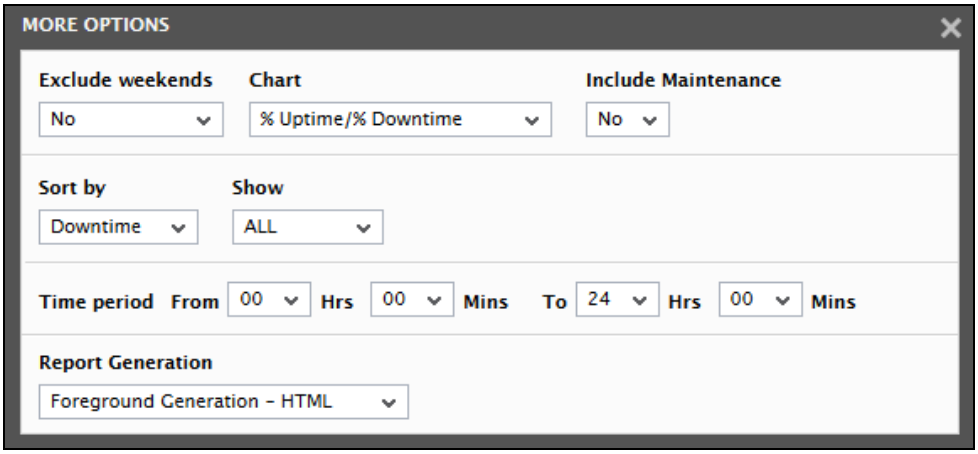


Figure 4.47: The default settings for generating the Uptime/Downtime Analysis reports

10. By default, the Uptime/Downtime Analysis report ignores all reboots that occur when a 'maintenance policy configuration' is active on a component - in other words, such reboots are by default excluded from the count of reboots displayed by the report. This default behavior is governed by the **Include Maintenance** flag, which is set to **No** by default. You can however, optionally configure the Uptime report to include reboots that occur during maintenance periods in its count of reboots. For this, set the **Include Maintenance** flag to **Yes**.

11. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

12. If the **Report Type** is **Detail**, then, a **Show Details** flag will appear set to **No** by default. This indicates that, by default, the resulting **Detail** report will not provide reboot details. To view reboot

details along with the uptime details, set the **Show Details** flag to **Yes**.

Note:

You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the **[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <eg_ install_dir> **\manager\config** directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

13. If the **Report Type** you have chosen is **Summary**, then a **Chart** drop-down list will appear from which you can select how uptime/downtime should be represented in the graph - as a percentage? or in hours?. If the **%Uptime/%Downtime** option is chosen, then the resulting graph will plot the percentage of time for which the selected components have been up/down. On the other hand, if the **Uptime/Downtime** option is selected, then the graph will plot the total number of hours for which the chosen components have been up/down.
14. Next, select the data on the basis of which the report should be sorted. By default, the **Downtime** option is chosen from the **Sort by** list.
15. Since the default **Sort by** option is **Downtime**, by default, the report provides the details of only the top-10 components with the maximum downtime. If a different **Sort by** option, say **Reboots**, is chosen, then the report, by default, will only pertain to the top-10 components in the environment, on the basis of the number of reboots. You can choose a different top-n / last-n option from the **Show** list, if need be.

    Note:

    By default, the values displayed in the **Show** list range from **TOP-10** to **LAST-10**. This is because, the **Showtop** parameter in the [infos] section of the **eg_report.ini** file (in the <eg_ install_dir> **\manager\config** directory) is set to 10, by default. You can, if required, configure the **Show** list to display a different range of options. For this, specify a different number against the **Showtop** parameter, and save the **eg_report.ini** file.

16. Next, indicate the report **Timeperiod**.

    Note:

    By default, the **Timeperiod** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

17. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

18. Finally, click the **Run Report** button.
19. If the Report Type is Overview and the option chosen from the Report Generation list is Foreground Generation - HTML, then clicking the Run Report button will reveal Figure 4.48.

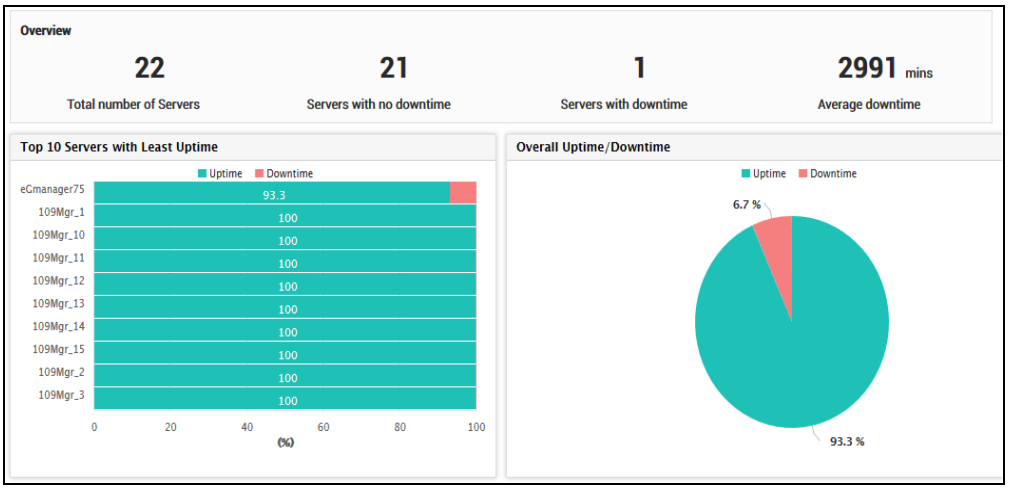


Figure 4.48: The Uptime Downtime Analysis Overview report generated for a target environment

From Figure 4.48, administrators can figure out the following:

- A pie chart that reveals the percentage of time the servers in the target environment were up/down.
- A bar graph that reveals the the top-10 uptime and downtime of the components chosen in the target environment. From this graph, you can easily identify the components that have been unavailable during the specified **Timeline**, and the duration of the unavailability.
- The **Overview** section reveals the total number of servers in the target environment, the servers that have not been down, the servers with downtime and the average downtime of the servers.

20. If the **Report Type** is **Summary**, and the option chosen from the **Report Generation** list is **Foreground Generation -** HTML, then clicking the **Run Report** button will reveal a bar graph (see 4.4) depicting the uptime and downtime of the chosen components. From this graph, you can easily identify the components that have been unavailable during the specified **Timeline**, and the duration of the unavailability.

Figure 4.49: The Uptime Graph for Chosen Components

21. Clicking on the bar corresponding to any of the components displayed in 4.4 will invoke Figure 4.50 which will allow you to zoom into the uptime details of that particular component. Besides providing a pie chart that depicts the percentage uptime and downtime of the chosen component, Figure 4.50 also provides the following useful information:

    - The total duration for which the chosen component was up and running during the specified **Timeline**;
    - The percentage uptime of the component;
    - The total duration for which the chosen component was down during the specified **Timeline**;
    - The percentage downtime of the component;
    - The total number of reboots that the component experienced during the specified **Timeline**;
    - A **Reboot Details** section that indicates the following for every reboot:
        - When the component was shutdown
        - When the reboot occurred
        - The duration for which the component remained shutdown before being rebooted;

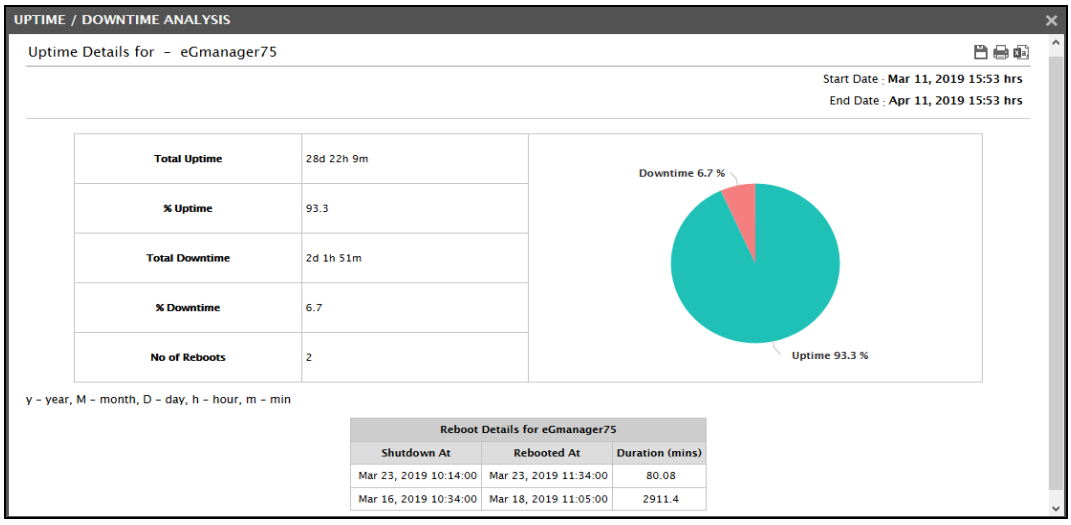


Figure 4.50: Additional uptime details

22. Using the **Uptime Details** page, you can figure out how often a component was rebooted, and thus determine whether such reboots were scheduled or unexpected.

23. If the **Report Type** is **Detail**, and the option chosen from the **Report Generation** list is **Foreground Generation -** HTML, then clicking on the **Run Report** button will reveal Figure 4.51. For every component chosen, the **Detail** report reveals the total uptime, total downtime, percentage uptime, percentage downtime, and number of reboots. Components with high uptime/downtime and those that rebooted frequently can be instantly isolated using this report. Since the **Show details** flag is set to **No** by default for the **Detail** report, Figure 4.51 will not include a separate section providing reboot information. To view the reboot details of a component therefore, you will have to click on the icon under the **DETAILS** column corresponding to that component. This icon will appear only if that component was rebooted at least once during the specified **Timeline**.

SYSTEMS UPTIME/DOWNTIME DETAIL

SERVER	RUNNING SINCE	UPTIME (yMdhm)*	% UPTIME	DOWNTIME (yMdhm)*	% DOWNTIME	REBOOTS	DETAILS
eGmanager75	19d 3h 39m 11s	28d 22h 9m	93.3	2d 1h 51m	6.7	2	
conn_server_11.193	1M 1d 23h 59m 21s	1M	100	0	0	0	-
XenApp112	19d 3h 39m	1M	100	0	0	0	-

y - year, M - month, d - day, h - hour, m - min

Figure 4.51: The Uptime Data Report

24. Figure 4.52 will then appear providing the reboot information in a separate window.

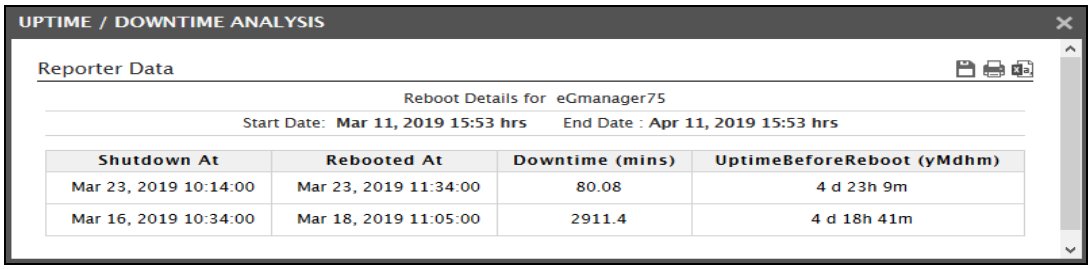
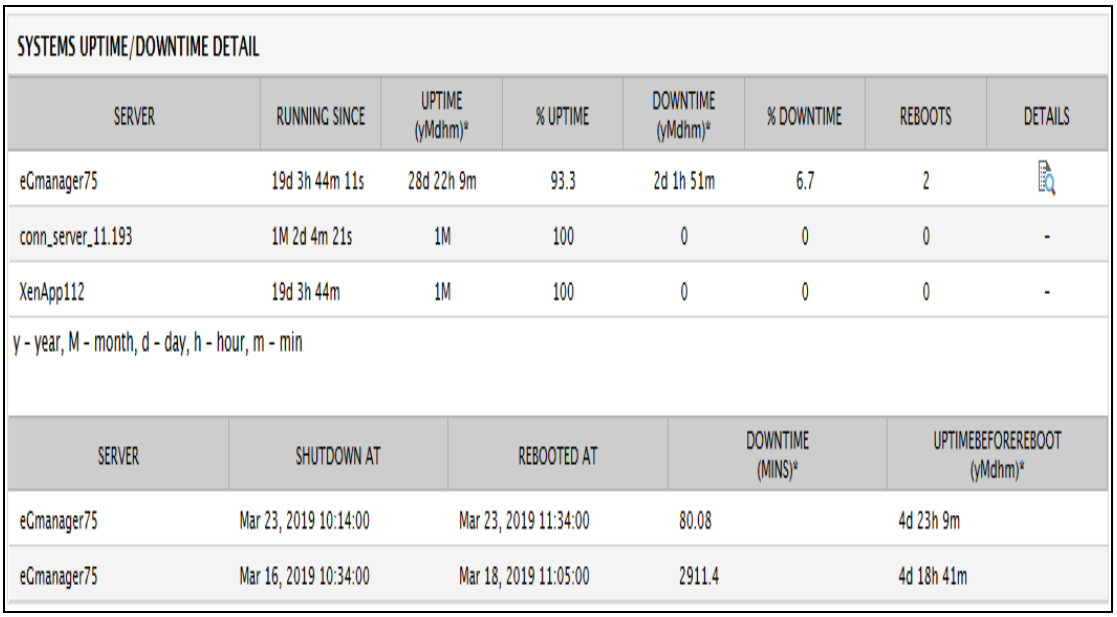


Figure 4.52: The Reboot Details appearing in a separate window

25. If the **Show Details** flag had been set to **Yes** instead, then the reboot details available in Figure 4.53 be provided as part of the original report itself as depicted below.



SYSTEMS UPTIME/DOWNTIME DETAIL

SERVER	RUNNING SINCE	UPTIME (yMdhm)*	% UPTIME	DOWNTIME (yMdhm)*	% DOWNTIME	REBOOTS	DETAILS
eGmanager75	19d 3h 44m 11s	28d 22h 9m	93.3	2d 1h 51m	6.7	2	
conn_server_11.193	1M 2d 4m 21s	1M	100	0	0	0	-
XenApp112	19d 3h 44m	1M	100	0	0	0	-

y - year, M - month, d - day, h - hour, m - min

SERVER	SHUTDOWN AT	REBOOTED AT	DOWNTIME (MINS)*	UPTIMEBEFOREREBOOT (yMdhm)*
eGmanager75	Mar 23, 2019 10:14:00	Mar 23, 2019 11:34:00	80.08	4d 23h 9m
eGmanager75	Mar 16, 2019 10:34:00	Mar 18, 2019 11:05:00	2911.4	4d 18h 41m

Figure 4.53: The Uptime Data report displaying reboot details as well

26. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

Chapter 5: The Operational Reports

As stated earlier, the report options offered by the **Operational Reports** tree provide the operations personnel with basic, measure-level insight into the health of the network, system, and application tiers of the target infrastructure. Accordingly, these reports are classified as: Network, System, Application, and Server. Reports can also be generated to do an in-depth analysis of the history of alarms, acknowledgements and unknowns.

Of the above reports, the Network, System, Application, and Server Performance reports are further classified as Default, Specific, and User (see Chapter Section **Chapter 3**).

5.1 Network Performance Report

To view a **Network Performance** report using this page, do the following:

1. Select the **Network Performance** option from the **Operational Reports** node of the **REPORTS BY FUNCTION** tree. Figure 5.1 then appears.

Figure 5.1: Providing the report specifications

2. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides an **Analyze By** list that consists of a variety of filter options. By default, the **Component** option is chosen from this list (see Figure 5.1) - this indicates that all the managed components of a chosen type will be available for selection in the **Components** list by default. In addition to this, the **Analyze By** list provides the following filter options as well:

- **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the **Analyze By** list. Doing so will invoke a **Service** list from which a service name is to be chosen (see Figure 5.2). Upon selection of a service, the component types that are part of the service will populate the **Component Type** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

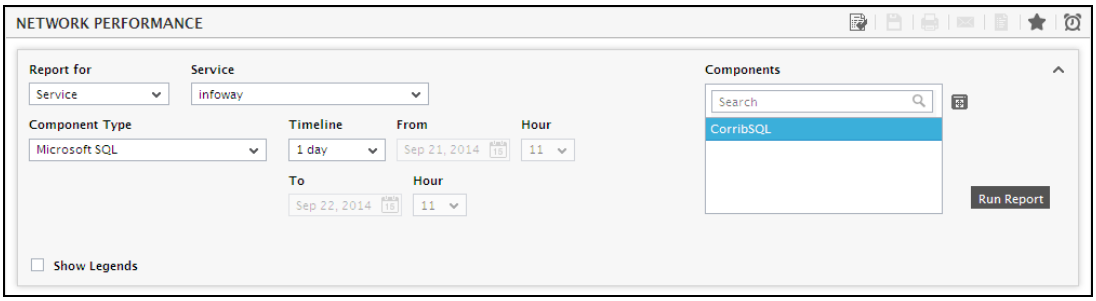


Figure 5.2: Selecting the Service option from the Report for list

- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Analyze By** list. Then, select the segment of interest to you from the **Segment** list (see Figure 5.3). This will populate the **Component Type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

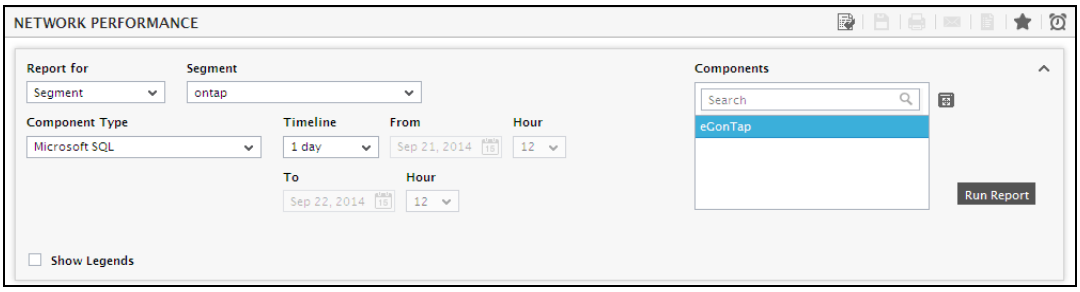


Figure 5.3: Selecting the Segment option from the Report for list

- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Analyze By** list (see Figure 5.4). To include sub-zones also in your search for components, set the **Include SubZones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **Component type** list with the types of components that are part of the chosen zone. If you select a component type from the **Component type** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection. If there are too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

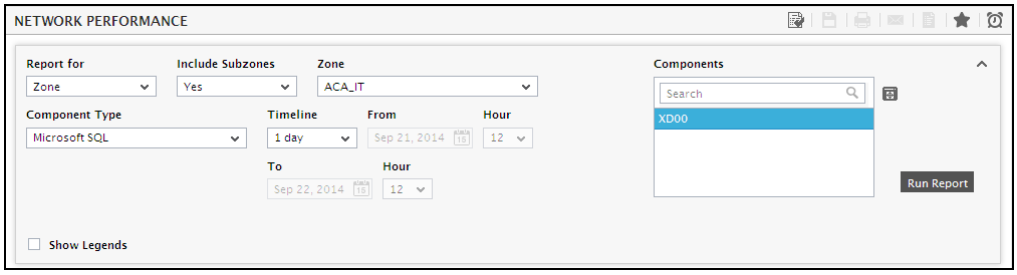


Figure 5.4: Selecting the Zone option from the Report for list

3. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones to be included in the report.

4. Then, select the period (**Timeline**) for which the graph is to be generated (see Figure 5.1). You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:
For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

5. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Components** for report generation. However, if you want to view and then alter these settings (if required), click on the button. The **More Options** (see 5.1) drop down window will then appear. The steps below discuss each of these settings and how they can be customized.

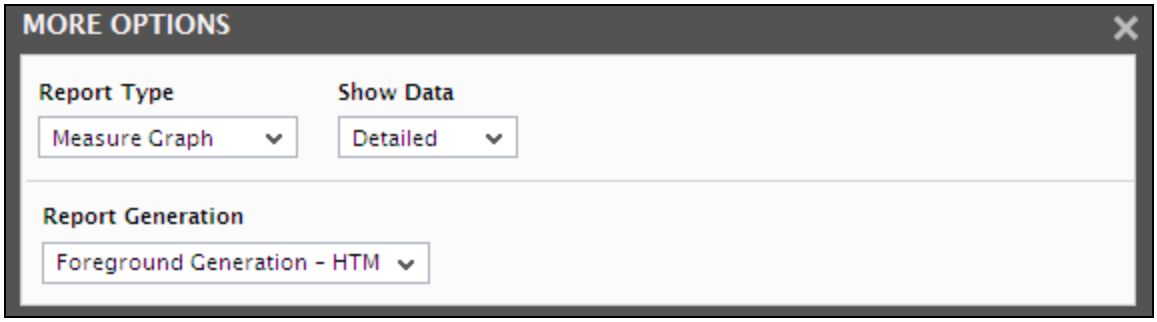


Figure 5.5: The MORE OPTIONS drop down window for generating a Network Performance report

6. From 5.1, select the type of report to be generated from the **Report Type** list box. The options available are:

   - **Measure**: Select this option if measurement values for different metrics have to be plotted with time of day.
   - **Summary**: Select this option to plot the service level achievements of different metrics during

a designated period. When this option is chosen, a **Duration** list will appear with the following options:

- **Hourly Summary**: This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on an hourly basis.
- **Daily Summary:** This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on a daily basis.
- **Monthly Summary:** This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on a monthly basis.

- **Trend:** Selecting this option will enable you to plot the trend values of different metrics computed over a period of time. Past trends in performance can be analyzed and accordingly, the future operational capacity of the targets can be planned using this report. If you select **Trend** as the **Report type**, a **Graph Type** list will appear. The **Graph Type** options are as follows:
  - **Min/Max** : Select this option to generate a report that plots the minimum and maximum values registered by different metrics during a specified timeline.
  - **Avg**: Select this option to generate a report that plots the average values computed for various metrics during a specified timeline.
  - **Sum**: Select this option to generate a report that plots the sum of the values of a measure during a specified timeline.

7. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test

information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. By default, the **Detailed** option is selected against the **Show Data** field in 5.1 indicating that the report data is retrieved from the detailed test information in the database by default. To enable the usage of trend data for report generation, select the **Trend** option against **Show Data**. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the icon against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

8. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in

the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

9. Finally, click on the **Run Report** button to generate the graph. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 5.6.

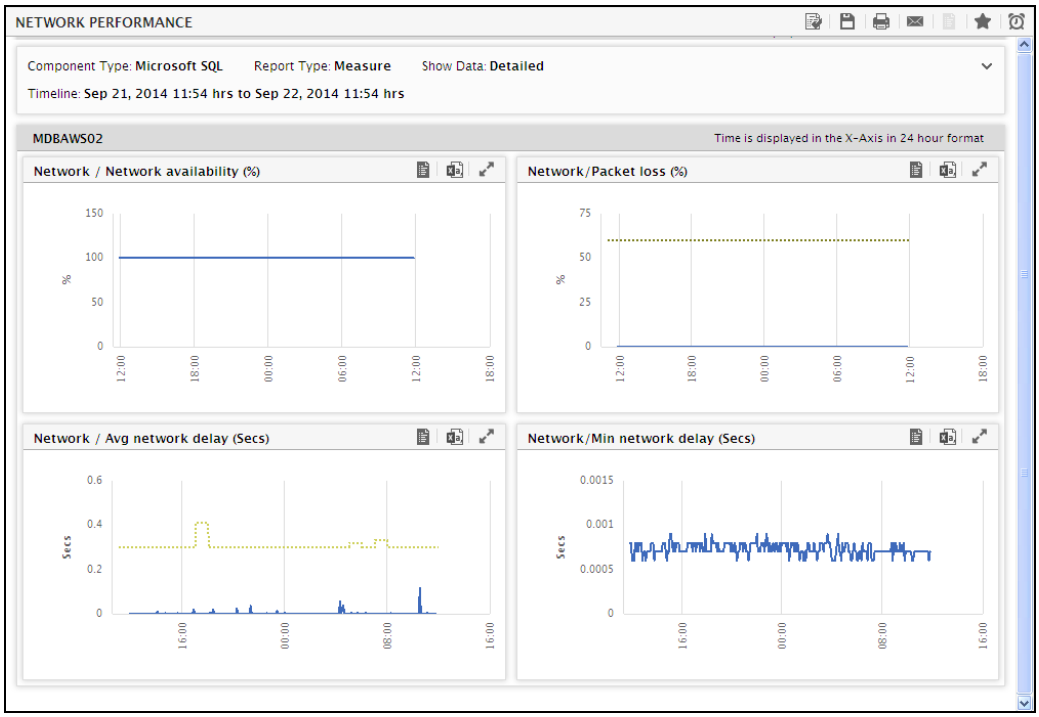


Figure 5.6: Generating a Detailed Network Performance Measure Report

10. To enable trend table usage, select **Trend** from **Show Data**, provide a report **Timeline**, and click the **Run Report** button. In this case, Figure 5.7 will appear.

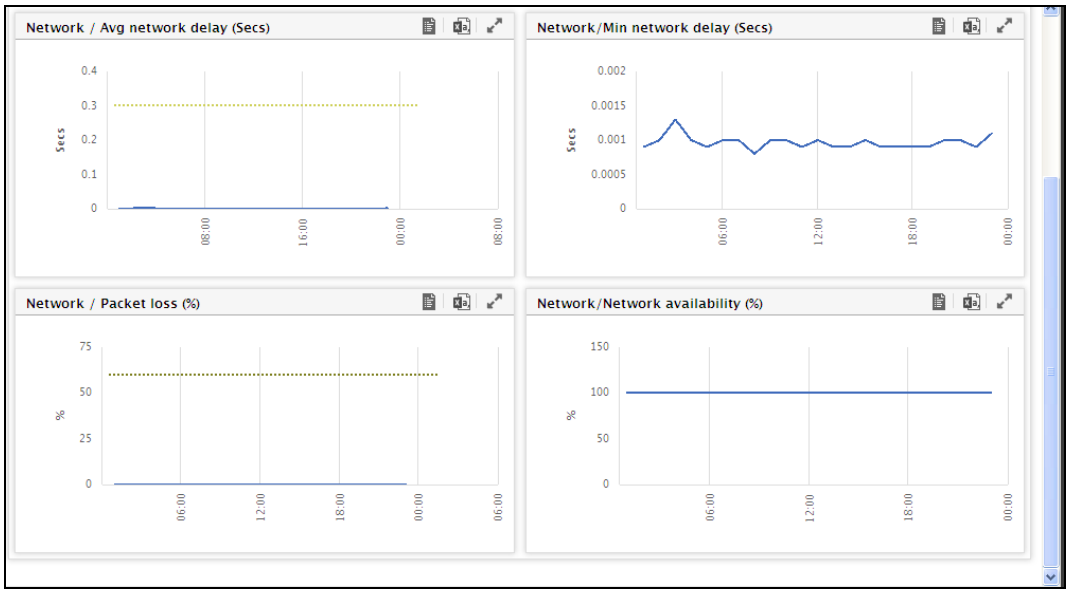


Figure 5.7: Generating a Network Measure Report using Trend data

Note:

- A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
- If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by requests for voluminous data, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini**file.

    For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.

  - Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled,

and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, the following message box appears informing you that only the **Trend** option is permitted.

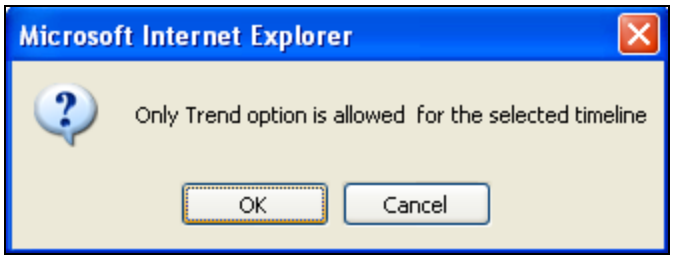


Figure 5.8: A message stating that only the Trend option is supported for the given Timeline

- To proceed with the **Trend** report generation, click the **OK** button in Figure 5.8 To terminate **Trend** report generation, click the **Cancel** button.

11. Figure 5.6 and Figure 5.7 reveal the measure reports for the Network availability, Packet loss, Avg network delay and Min network delay measures associated with Network Test. While the **Network-Measure** report configuration specific to the host 192.168.10.8 includes all the above-mentioned measures, the default configuration includes the Avg network delay and Min network delay measures only. If specific report configurations exist for a chosen component, then they will override the default configurations. Therefore, Figure 5.6 displays only the reports specific to component 192.168.10.8.

12. Similarly, if no user/site/application/host-specific reports have been configured, then the default configurations will apply automatically. Since no **Network- Summary** reports have been configured specifically for the host 192.168.10.8, the default configuration will come into play. Accordingly, Figure 5.9 , Figure 5.10 and Figure 5.11, display the default network summary graphs for the measures Avg network delay, Min network delay, Availability, and Packet loss. For more details on configuring specific **Network-Measure** and **Network-Summary** reports, refer to Section Section **3.2**.

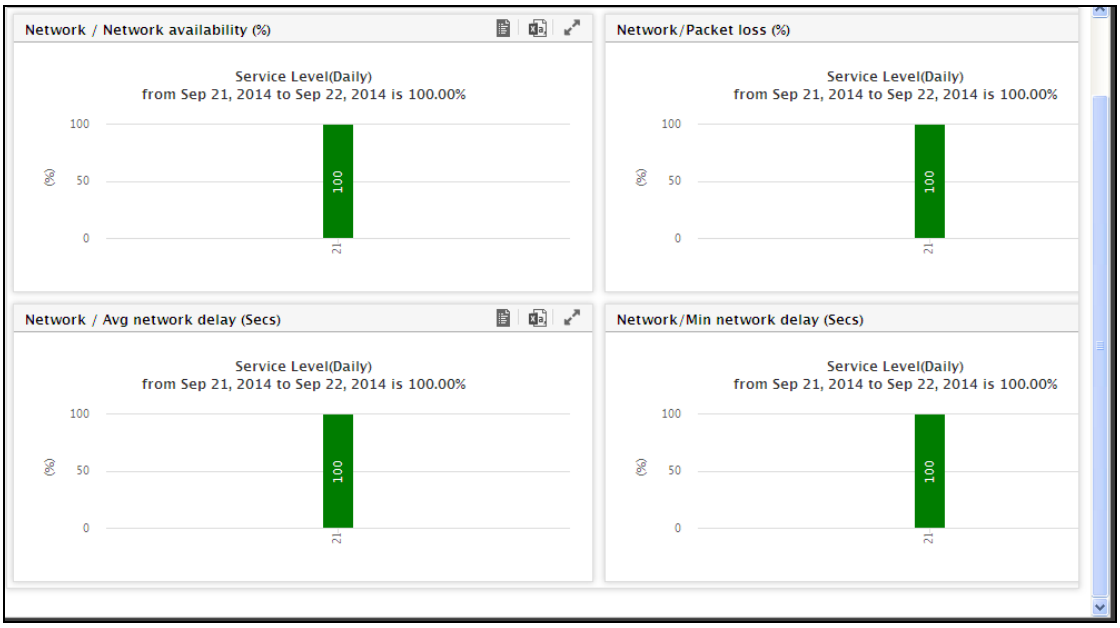


Figure 5.9: A sample Daily Summary report

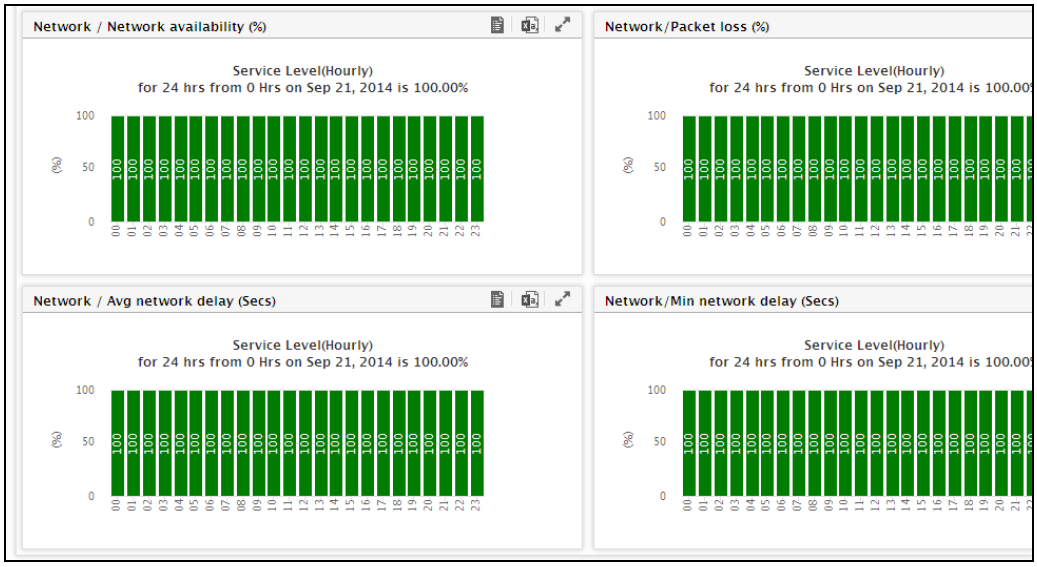


Figure 5.10: A sample Hourly Summary report

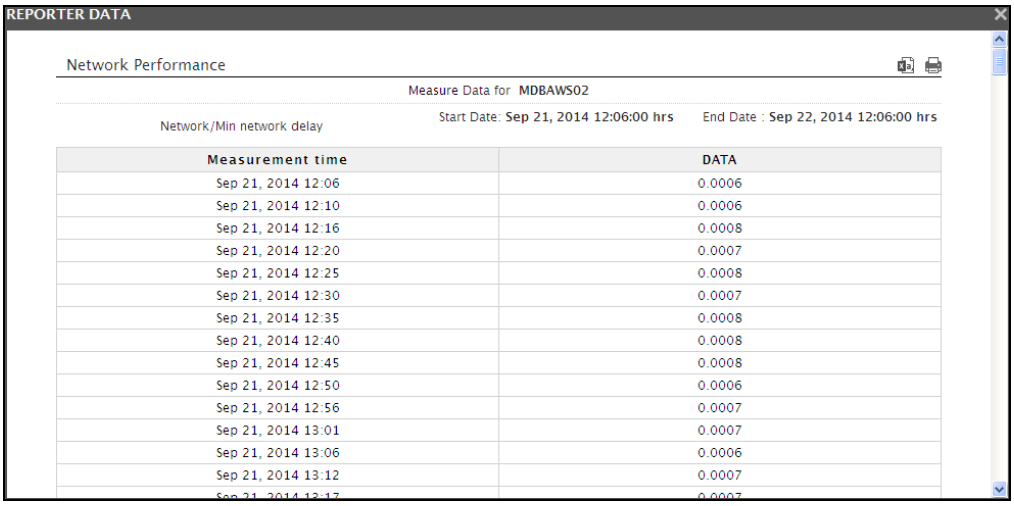
Note:

The **Hourly Summary** graph plots measurement data pertaining to a maximum duration of 24 hours. Therefore, even if the **Timeline** specified exceeds 1 day, the graph will report data for 24 hours only.

Figure 5.11: A sample Monthly Summary report

Note:

Since summary graphs can be generated using the **Trend** information base only, the **Show Data** field disappears if the **Report Type** is set to any of the following: **Daily Summary**, **Hourly Summary**, or **Monthly Summary**.



Measurement time	DATA
Sep 21, 2014 12:06	0.0006
Sep 21, 2014 12:10	0.0006
Sep 21, 2014 12:16	0.0008
Sep 21, 2014 12:20	0.0007
Sep 21, 2014 12:25	0.0008
Sep 21, 2014 12:30	0.0007
Sep 21, 2014 12:35	0.0008
Sep 21, 2014 12:40	0.0008
Sep 21, 2014 12:45	0.0008
Sep 21, 2014 12:50	0.0006
Sep 21, 2014 12:56	0.0007
Sep 21, 2014 13:01	0.0007
Sep 21, 2014 13:06	0.0006
Sep 21, 2014 13:12	0.0007

Figure 5.12: The list of values that have been plotted on a particular graph

13. Now, to enlarge the graphs displayed in the **NETWORK REPORT** page (see Figure 5.6), click on them. Upon clicking, another window will appear wherein the enlarged graph will be displayed (see Figure 5.13).

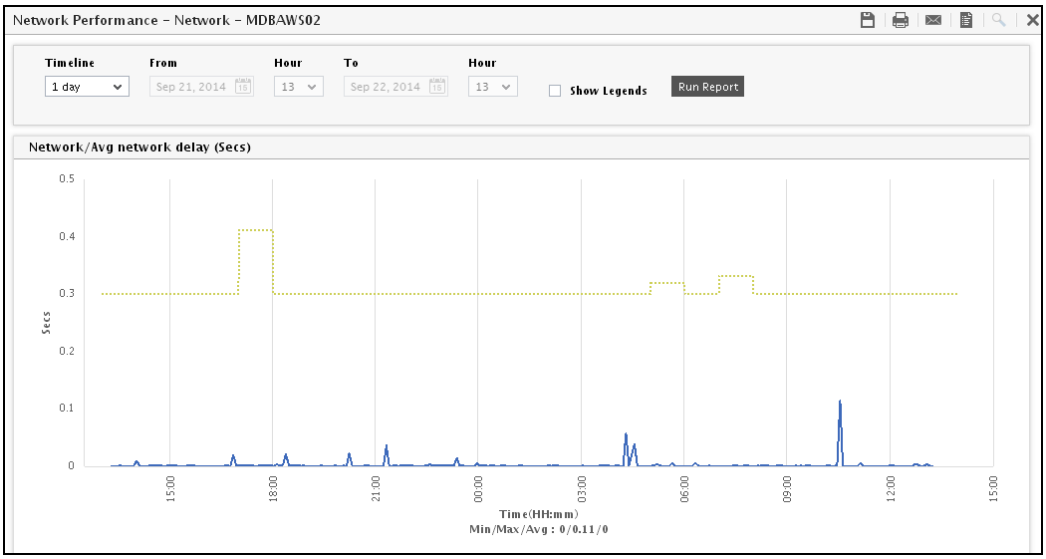


Figure 5.13: An enlarged graph

14. When the enlarged report has a measure for which the detailed diagnosis capability has been enabled, then a **DIAGNOSIS** button will also appear. Click on the **DIAGNOSIS** button to view the detailed diagnosis of that measure for the chosen **Timeline** (see Figure 5.14).

DETAILED DIAGNOSIS

Component hyperv_agentless_thru_58agent Test Network

Measurement Avg network delay

Timeline Any From Mar 29, 2010 Hr 19 Min 1 To Apr 01, 2010 Hr 19 Min 1 Submit

Lists the hop-by-hop connectivity and delay

Time	HopCount	Router	HopDelays(ms)
Apr 01, 2010 19:00:50	1	192.168.10.67	18;<1;<1
Apr 01, 2010 18:50:49	1	192.168.10.67	20;<1;<1
Apr 01, 2010 18:40:29	1	192.168.10.67	*;16;<1
Apr 01, 2010 18:30:28	1	192.168.10.67	20;<1;1
Apr 01, 2010 18:20:15	1	192.168.10.67	20;<1;<1
Apr 01, 2010 18:10:23	1	192.168.10.67	19;1;<1
Apr 01, 2010 18:00:29	1	192.168.10.67	20;1;1
Apr 01, 2010 17:50:32	1	192.168.10.67	20;<1;<1
Apr 01, 2010 17:40:29	1	192.168.10.67	*;16;<1
Apr 01, 2010 17:30:16	1	192.168.10.67	19;<1;<1
Apr 01, 2010 17:19:24	1	192.168.10.67	19;<1;<1
Apr 01, 2010 17:09:32	1	192.168.10.67	18;<1;<1
Apr 01, 2010 16:59:50	1	192.168.10.67	18;<1;<1
Apr 01, 2010 16:49:06	1	192.168.10.67	19;1;<1
Apr 01, 2010 16:38:45	1	192.168.10.67	19;<1;<1
Apr 01, 2010 16:29:02	1	192.168.10.67	18;<1;<1
Apr 01, 2010 16:18:51	1	192.168.10.67	*;21;<1
Apr 01, 2010 16:08:06	1	192.168.10.67	20;<1;<1
Apr 01, 2010 15:58:09	1	192.168.10.67	20;<1;<1
Apr 01, 2010 15:48:41	1	192.168.10.67	19;<1;<1
Apr 01, 2010 15:38:32	1	192.168.10.67	18;<1;<1

Figure 5.14: The detailed diagnosis of the measure associated with the enlarged graph

15. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in

the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the **PDF** icon in that page.

5.2 System Performance Report

To receive an overview of system health, use the **System Performance** report. To generate this report, select the **System Performance** option from the **Operational Reports** node of the **REPORTS BY FUNCTION** tree.

Figure 5.15: Providing the System Performance report specification

In the context sensitive page that appears next, specify the following information (see Figure 5.15):

1. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a **Report for** list that consists of a variety of filter options. By default, the **Component** option is chosen from this list (see Figure 5.15) - this indicates that all the managed components of a chosen type will be available for selection in the **Components** list by default. In addition to this, the **Report for** list provides the following filter options as well:

   - **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the **Report for** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **Component Type** list in this page. Once you

pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report for** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **Component Type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report for** list. To include sub-zones also in your search for components, set the **Include Subzones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **Component Type** list with the types of components that are part of the chosen zone. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection. If there are too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

2. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **Components** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
3. Then, select the period (**Timeline**) for which the graph is to be generated (see Figure 5.15). You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the

list to provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the From and To dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a component from the **Components** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **More Options** drop down window (See Figure 5.16). The steps below discuss each of these settings and how they can be customized.

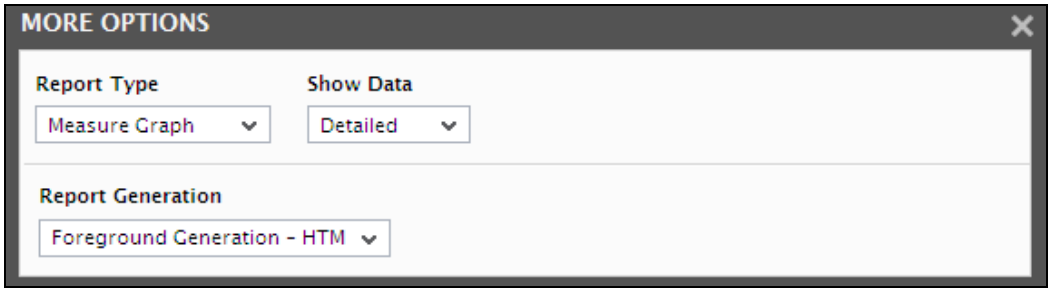


Figure 5.16: The default settings for generating the System Performance report

5. From Figure 5.16, select the type of report to be generated from the **Report Type** list box. The options are as follows:

- **Measure**: Select this option if measurement values for different metrics have to be plotted with time of day.
- **Summary**: Select this option to plot the service level achievements of different metrics during a designated period. When this option is chosen, a **Duration** list will appear with the following options:
  - **Hourly Summary**: This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on an hourly basis.
  - **Daily Summary:** This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on a daily basis.
  - **Monthly Summary:** This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on a monthly basis.
- **Trend:** Selecting this option will enable you to plot the trend values of different metrics computed over a period of time. Past trends in performance can be analyzed and accordingly, the future operational capacity of the targets can be planned using this report. If you select **Trend** as the **Report type**, a **Graph Type** list will appear. The **Graph Type** options are as follows:
  - **Min/Max** : Select this option to generate a report that plots the minimum and maximum values registered by different metrics during a specified timeline.
  - **Avg**: Select this option to generate a report that plots the average values computed for various metrics during a specified timeline.
  - **Sum**: Select this option to generate a report that plots the sum of the values of a measure during a specified timeline.

6. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for

every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 5.16. By default, the **Detailed** option is selected here in Figure 5.16 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the icon against the **Admin** tab is clicked
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by requests for voluminous data, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini**file.

- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the **OK** button in Figure 5.8. To terminate **Trend** report generation, click the **Cancel** button.

7. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

8. Finally, click on the **Run Report** button to generate the graph. If the option chosen from the

Report Generation list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke 5.2.

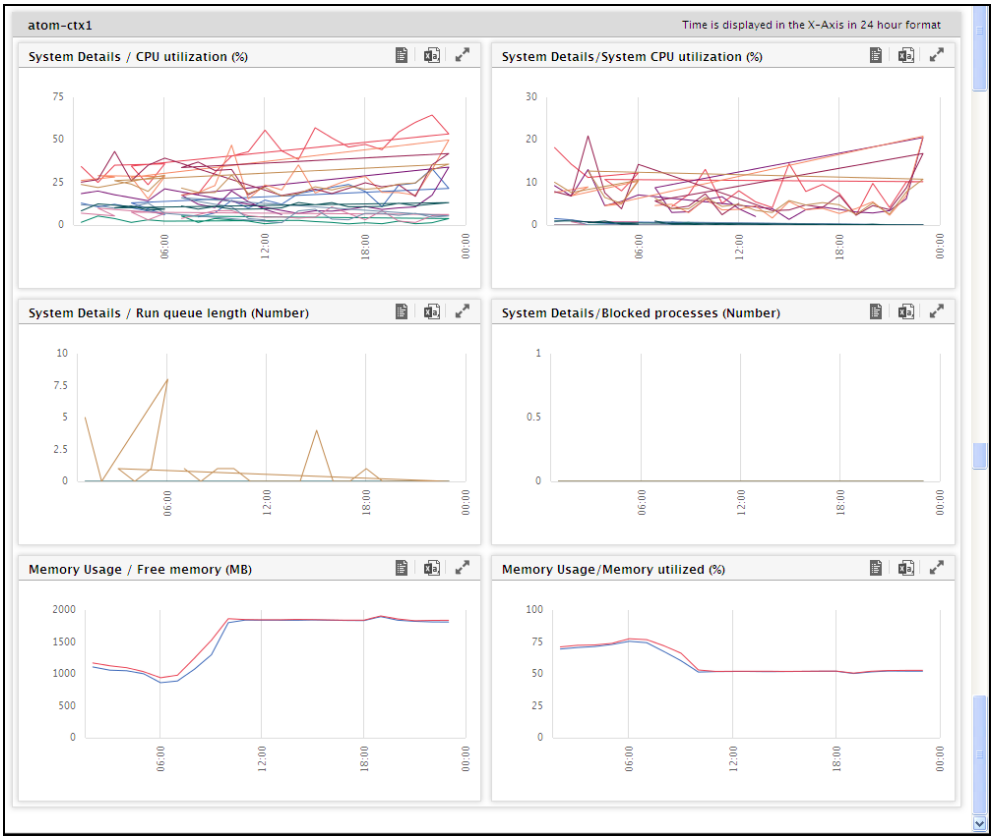


Figure 5.17: Generating System Overview Reports

9. 5.2 reveals that the configuration specific to the host 192.168.10.8 has gained precedence over the default **System-Measure** report configurations. Therefore, the measures associated with the specific configurations, which includes, CPU utilization, System CPU utilization, Run queue length, and Blocked processes, have been plotted in a graph. For more details on configuring specific **System-Measure** reports, refer to Section Section **3.2**.

10. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the **PDF** icon in that page.

5.3 Application Performance Report

To generate application-specific reports, first, click on the **Application Performance** option from the **Operational Reports** node of the **REPORTS BY FUNCTION** tree. Figure 5.18 will then appear.

Figure 5.18: Generating the Application Performance report

In order to generate the *Application Performance* report, provide the following information:

1. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a **Report for** list that consists of a variety of filter options. By default, the **Component** option is chosen from this list (see Figure 5.18) - this indicates that all the managed components of a chosen type will be available for selection in the **Components** list by default. In addition to this, the **Report for** list provides the following filter options as well:

   - **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the **Report for** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **Component Type** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report for** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **Component Type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon button next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report for** list. To include sub-zones also in your search for components, set the **Include Subzones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **Component Type** list with the types of components that are part of the chosen zone. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection. If there are too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

  If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

2. Then, select the period (**Timeline**) for which the graph is to be generated (see Figure 5.18). You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

3. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components from the **Components** list. However, if you want to view and then alter these settings (if required), click on the icon. The **MORE OPTIONS** drop down window will then appear with the default settings (see Figure 5.19). The steps below discuss each of these settings and how they can be customized.

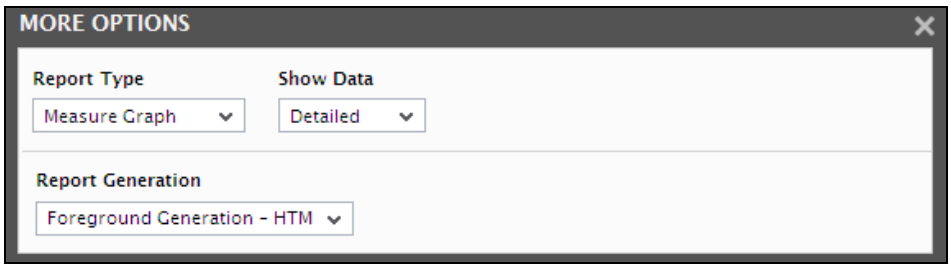


Figure 5.19: The default settings for generating the Application Performance report

4. From Figure 5.19, select the type of report to be generated from the **Report Type** list box. The options available are as follows:

   - **Measure**: Select this option if measurement values for different metrics have to be plotted with time of day.
   - **Summary**: Select this option to plot the service level achievements of different metrics during a designated period. When this option is chosen, a **Duration** list will appear with the following options:
     - **Hourly Summary**: This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on an hourly basis.

- **Daily Summary:** This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on a daily basis.
- **Monthly Summary:** This option, when chosen, highlights the service levels of different measurements (i.e. the % of time a measurement was in compliance with its threshold) on a monthly basis.

- **Trend:** Selecting this option will enable you to plot the trend values of different metrics computed over a period of time. Past trends in performance can be analyzed and accordingly, the future operational capacity of the targets can be planned using this report. If you select **Trend** as the **Report type**, a **Graph Type** list will appear. The **Graph Type** options are as follows:
  - **Min/Max** : Select this option to generate a report that plots the minimum and maximum values registered by different metrics during a specified timeline.
  - **Avg**: Select this option to generate a report that plots the average values computed for various metrics during a specified timeline.
  - **Sum**: Select this option to generate a report that plots the sum of the values of a measure during a specified timeline.

5. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 5.19. By default, the **Detailed** option is selected here in Figure 5.19 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the

Detailed test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend**report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini** file.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option

is permitted.

- To proceed with the **Trend** report generation, click the **OK** button in the message box.

6. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

7. Finally, click on the **Run Report** button to generate the graph. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 5.20.

Figure 5.20: The Application Performance report

8. Figure 5.20 is a classic example for specific configurations overriding the default ones. Accordingly, **Application- Measure** reports specifically defined for the Oracle server 192.168.10.8:1521:egurkha have been generated and displayed. Also, note that the graphs for the OracleTablespaces test measures are descriptor-based. For more details on configuring specific **Application-Measure** reports, refer to Section Section **3.2**.

9. In the case of measures that take descriptors, Figure 5.21 will be able to display a maximum of 10 descriptors in one graph, by default. To view the complete list of descriptors more clearly, click on the graph. Note that the OracleTablespaces test of Figure 5.21 takes descriptors. To view the descriptors more clearly, click on the OracleTablespaces test graph (see Figure 5.21).

   Note:

   The maximum number of descriptors that can be displayed in the **OPERATIONS REPORT**page is configurable. For that, set the **MaxInfos** parameter in the **[INFOS]** section of the **eg_ report.ini** (in the **<EG_INSTALL_DIR>\manager\config** directory) to the required value. By default, this parameter will be set to **10**, indicating that a maximum of 10 descriptors can be plotted in a single graph in the **APPLICATION PERFORMANCE**page.

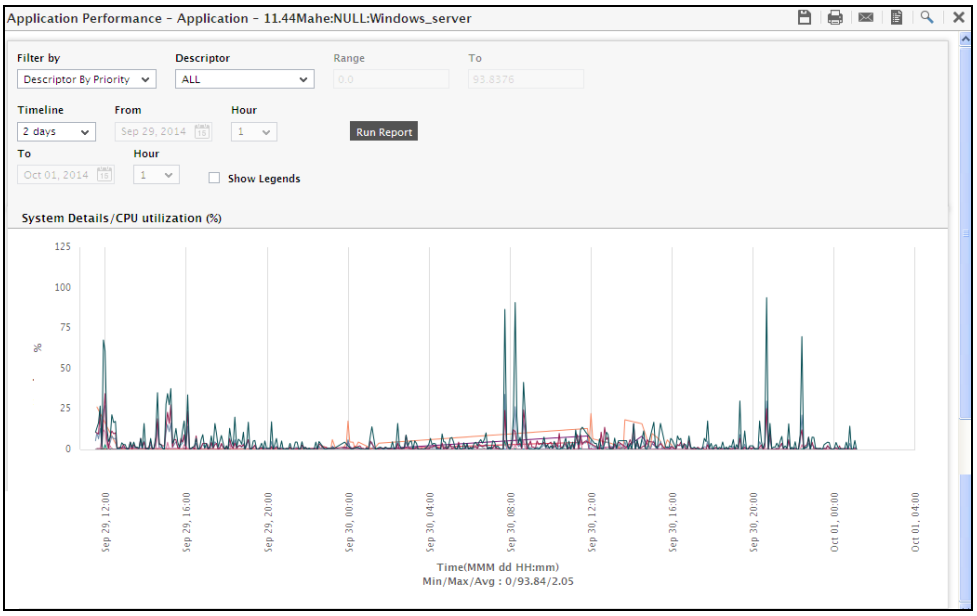


Figure 5.21: Enlarged OracleTablespaces test graph displaying the descriptors (the tablespaces)

10. If a report comprising of more than 5 descriptors is enlarged, then Figure 5.21 will provide you with options to restrict your view to specific descriptors only. In our example, let us view the graph pertaining to the top 5 tablespaces that have utilized the maximum space. To do so, first, select the **Descriptors** option from Figure 5.21. Then, select the **Top - 5** option from the adjoining list box. Figure 5.22 will then appear.

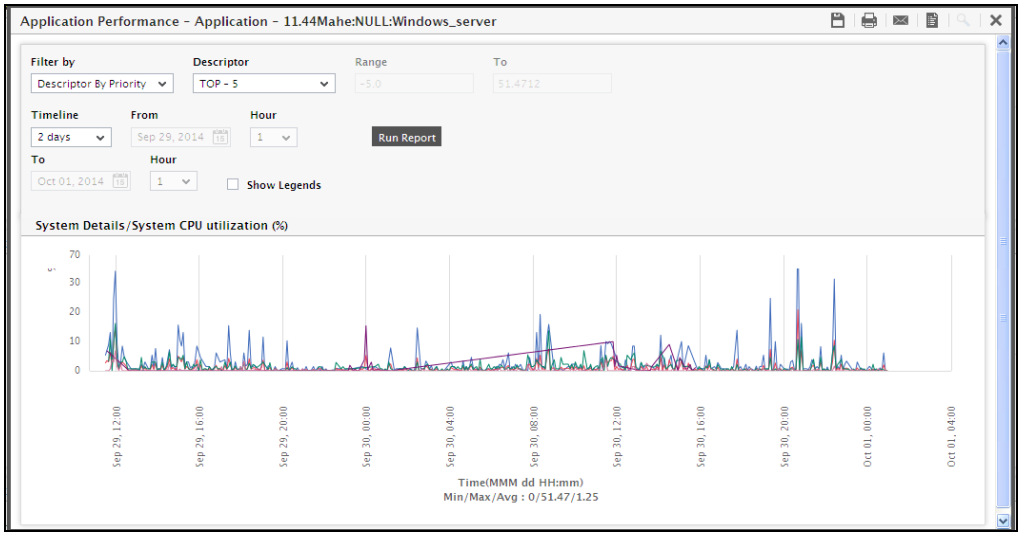


Figure 5.22: Graph of the top 5 space consuming tablespaces

11. Similarly, you can choose to view reports pertaining to the Top - 1 to the Top - 10 consumers of

tablespace. Alternatively, you can select the **Range** option. If this is done, then, using the adjoining text boxes you can specify a minimum and maximum value. The eG Reporter will then generate a report for only those tablespaces which currently consume space within the specified limits (see Figure 5.22). For example, to know the tablespaces that consume space between the range of 20 to 27 %, specify '20' in the text box before **To**, and 27 in the text box that follows **To** (see Figure 5.22). Figure 5.23 will then appear.

Note:

The threshold setting of a measure determines the options that will be displayed in the Descriptor list box of Figure 5.21. If only a Minimum Threshold is set for a measure, then the Descriptor list box will display 'Last' options and not 'Top' options. For example, the Free_memory measure of the OracleTablespaces Test carries a Minimum threshold setting only. In such a case, using the Descriptor option of Figure 5.21, you will be able to view information on tablespaces with the least free space. In other words, the usual 'Top - 1' to 'Top - 10' options will be replaced by 'Last - 1' to 'Last - 10' options. Similarly, if a measure carries only a Maximum Threshold setting, or both Minimum and Maximum thresholds, then only the 'Top' options will be available in the Descriptor list box.

If a measure takes less than 10 descriptors, say only 5 descriptors, then the Descriptor list box in Figure 5.21 will offer only the Top - 1 to Top - 5 options (or Last - 1 to Last - 5 options, as the case may be). If the number of descriptors exceeds 10, then the Descriptor list box will provide an option range of Top - 1 to Top - 10 (or Last - 1 to Last - 10) only.

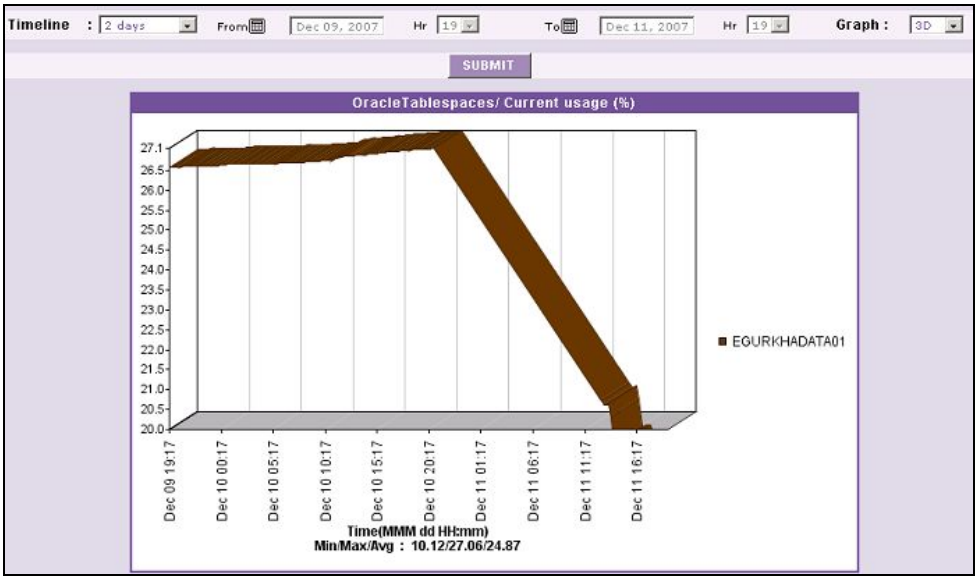


Figure 5.23: Viewing the report for tablespaces that consume space in the range of 20-27%

12. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

5.4 Server Performance Report

To simplify individual server monitoring, eG Enterprise offers the **Server Performance Report**, where the critical performance results of a particular server are aggregated over time and made available. Here, administrators can configure the measures that need to appear in the report and also compute specific values such as average, maximum, minimum etc., so that they are provided with more actionable information on server performance.

To view a **Server Performance report**, do the following:

1. Select the **Server Performance** option from the **App / Infra KPIs** node of the **REPORTS BY FUNCTION** tree.
2. Figure 5.24 will then appear. To monitor a specific server, select the **Server** from the list.

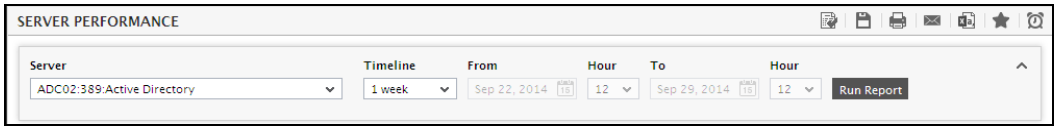


Figure 5.24: Generating a Server Performance Report

3. Specify the report Timeline. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting

of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after select a **Server**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **More Options** drop down window (see 5.4). The steps below discuss each of these settings and how they can be customized.

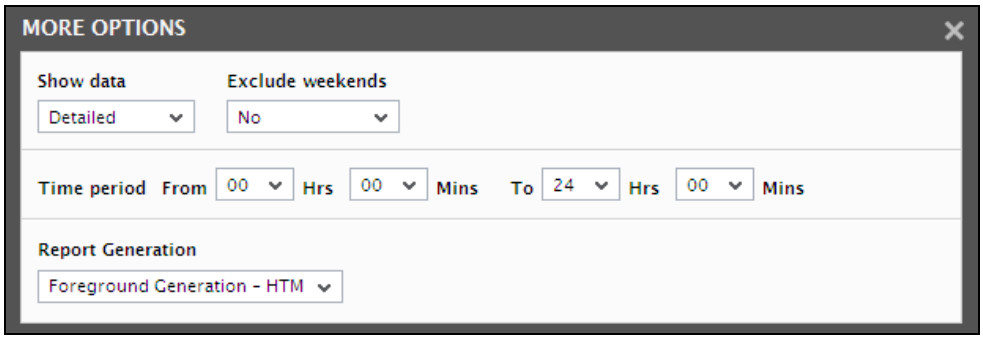


Figure 5.25: The default settings for generating a Server Performance report

5. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period

of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in 5.4. By default, the **Detailed** option is selected in 5.4 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

    - Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini** file.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.

- Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **CANCEL** button.

6. Specify the start time and end time for report generation in the **Time period** field.

   Note:

   The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section **3.4** of this manual.

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

8. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

9. Finally, click the **Run Report** button to generate the report. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 5.26.
10. Figure 5.26 provides user-configured details about the chosen server.

Server Report for ADC02:389: Active Directory

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	2.9327	59.9445	0	
Free memory (MB)	6141.7101	6295.7031	5955.1055	
Scan rate (Pages/Sec)	1.2371	1696.8571	0	
Disk read time (Secs)	0.0001	0.0184	0	
Disk write time (Secs)	0.0005	0.0581	0	
Disk read rate (Reads/Sec)	0.8041	302.4657	0	
Disk write rate (Writes/Sec)	2.7697	106.4859	0	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0006	0.0027	0.0004	
TCP port availability (%)	100	100	100	
TCP retransmit ratio (%)	0.0458	1.5142	0	
Num processes running (Number)	2	3	1	
Incoming traffic (Mbps)	0.2812	1.509	0.0746	
Outgoing traffic (Mbps)	0.7133	2.9196	0.1117	
Current connections (Number)	158	234	113	
Used space (MB)	32644.25	32668.4102	32630.9219	

Figure 5.26: The Server Performance Report

11. To view the graph (see Figure 5.27) pertaining to a configured measure, click on the

corresponding icon in Figure 5.26.

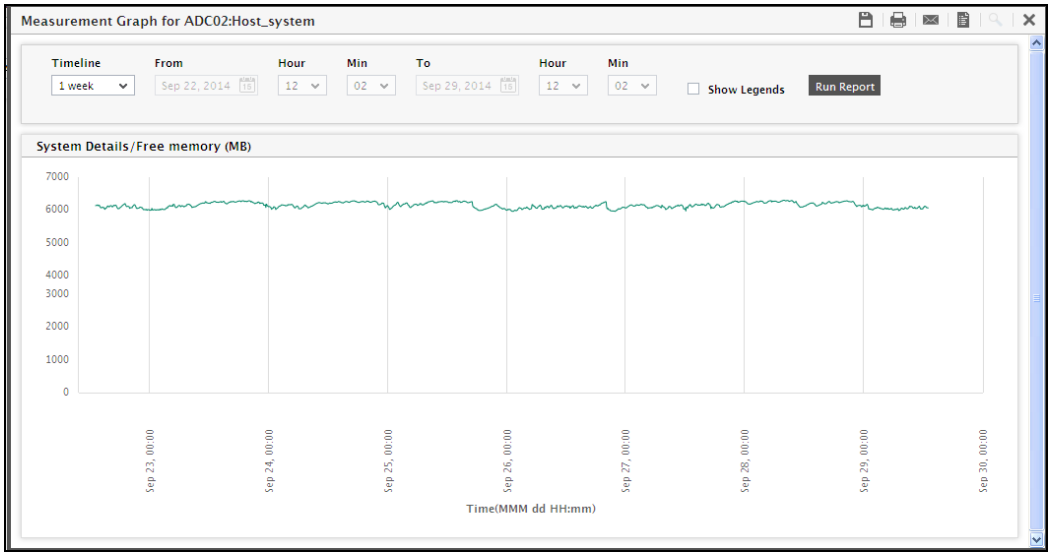


Figure 5.27: Graph of a measure in the Server report

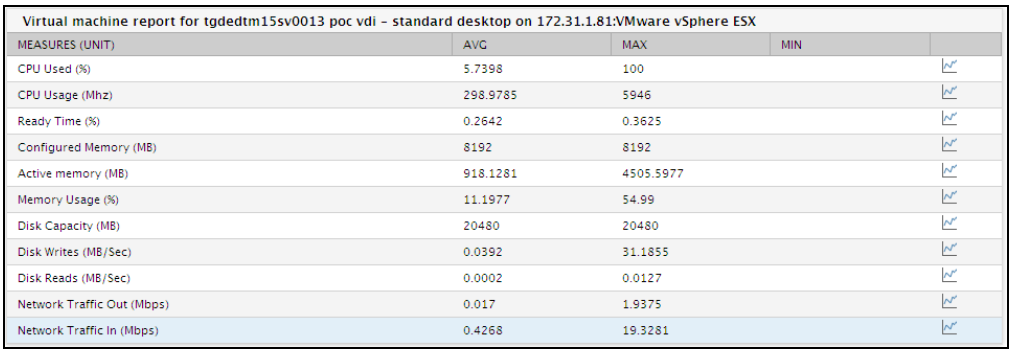
12. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

13. If the **Server** chosen from Figure 5.24 is a virtual component such as a *VMware ESX server*, a *Citrix XenServer*, etc., then an additional **Show virtual machine** flag will appear as depicted by Figure 5.28.

Figure 5.28: An additional 'Show virtual machine' flag appearing if the 'Server' chosen is a virtualized component

14. By default, the **Show virtual machines** flag is set to **No**, indicating that the resulting report reveals how the chosen virtual **Server** utilizes the resources available to it. If you want the server

report to reveal the details of a particular VM on the chosen virtual **Server**, then set the **Show virtual machines** flag to **Yes**, and then select a VM from the **Virtual Machine** list that then appears. The resulting **Server** report will then reveal details pertaining to the resource usage by the chosen **Virtual Machine** and not the selected **Server**.



Virtual machine report for tgdedtm15sv0013 poc vdi - standard desktop on 172.31.1.81:VMware vSphere ESX

MEASURES (UNIT)	AVG	MAX	MIN	
CPU Used (%)	5.7398	100		
CPU Usage (Mhz)	298.9785	5946		
Ready Time (%)	0.2642	0.3625		
Configured Memory (MB)	8192	8192		
Active memory (MB)	918.1281	4505.5977		
Memory Usage (%)	11.1977	54.99		
Disk Capacity (MB)	20480	20480		
Disk Writes (MB/Sec)	0.0392	31.1855		
Disk Reads (MB/Sec)	0.0002	0.0127		
Network Traffic Out (Mbps)	0.017	1.9375		
Network Traffic In (Mbps)	0.4268	19.3281		

Figure 5.29: A Server Performance report for a virtual machine

15. The information that appears in the server report is configurable. To configure the details, you will have to access the consolidated measures page in the eG administrative interface. To access this page, do the following:

    - Select the **Consolidated Reports** option from the **Reporter** option of the **Settings** tile in the eG administrative interface.
    - In the **CONSOLIDATED REPORTS** page that appears, click on the **Configure metrics for specific component type** button.
    - The **CONSOLIDATED MEASURES** page then appears. To know how to configure measures for a **Server Performance** report using this page, refer to Section Section **3.4** of this manual.

5.5 Top System Resource Consumers Report

While the **System Performance** report reveals irregularities in system resource usage, the **Top System Resource Consumers** report turns the spotlight on the root-cause of these usage excesses. For instance, using the **System Performance** report, you can proactively detect a potential contention for the CPU resources of a system. Using the **Top System Resource Consumers** report thereafter, you can identify which process on that system is consuming the CPU resources excessively, and is thus causing the resource contention.

To generate the **Top System Resource Consumers** report, select the **Top System Resource Consumers** option from the **Operational Reports** node of the **REPORTS BY FUNCTIONS** tree. In the page that appears next, specify the following information (see Figure 5.30):

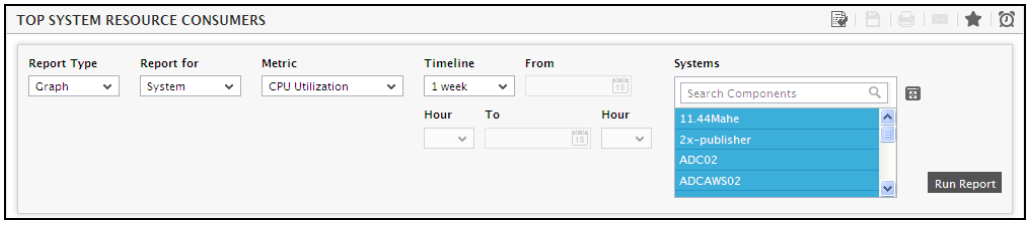


Figure 5.30: Generating the Top System Resource Consumers report

1. Administrators of large IT infrastructures, which are characterized by hundreds of systems, may find it difficult to pick and choose the systems for which a report is to be generated; this is because, in such environments, the **Systems** list in this page will be populated with a large number of systems, which would naturally make system selection tough. To enable administrators of such environments to quickly locate the systems of interest to them and swiftly generate the reports, eG Enterprise provides a **Report for** list that consists of a variety of filter options. By default, the **System** option is chosen from this list (see Figure 5.30) - this indicates that all the managed systems will be available for selection in the **Systems** list by default. In addition to this, the Report for list provides the following filter options as well:

   - **Service**: If the system for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the Report for list. Doing so will invoke a **Service** list from which a service name is to be chosen. Once you pick a service, all systems which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **System** list. Select the systems of your choice from this list.
   - **Segment**: If the systems for which a report is to be generated are part of a segment, pick the **Segment** option from the **Report for** list. Then, select the segment of interest to you from the **Segment** list. Then, all systems, which are part of the chosen segment, will be displayed in the **System** list for selection. Select the systems of your choice from this list.
   - **Zone**: If the systems for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report for** list. To include sub-zones also in your search for components, set the **Include SubZones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **System** list with the systems that are part of the chosen zone. Select the systems of your choice from this list.

2. If the **Systems** list consists of too many hosts, then viewing all the hosts and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the

button next to the **Systems** list. This will expand the list so that you can view almost all the systems in a single interface and select the ones for which the report is to be generated.

3. Then, select the period (**Timeline**) for which the graph is to be generated (see Figure 5.30). You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the From and To dates should never be over 3 days. If it is, then, upon clicking the Run Report button a message box will appear, prompting the user to change the From and To specification.

4. The **Metric** option displays a pre-configured list of metrics for which the report can be generated. You can simply select a performance parameter from the list, for which you wish to view a detailed report across the systems. For example, just select the CPU Utilization metric from the Metrics list, and select all the systems for which you wish to view the detailed report from the System list. By default, the **Metric** list comes with a set of pre-configured parameters. You can expand the **Metric** list by adding more performance parameters to it. To override the default **Metric** list, edit the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory), and add a new metric to the **[REPORT_TEMPLATES]** section therein, in the following format:

   <DisplayName>=<InternalTestName>:<InternalMeasureName>

   To determine the *internal test and measure names*, refer to Page Section of this document.

5. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick an

option from the **Metric** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **More Options** drop down window (see Figure 5.31). The steps below discuss each of these settings and how they can be customized.

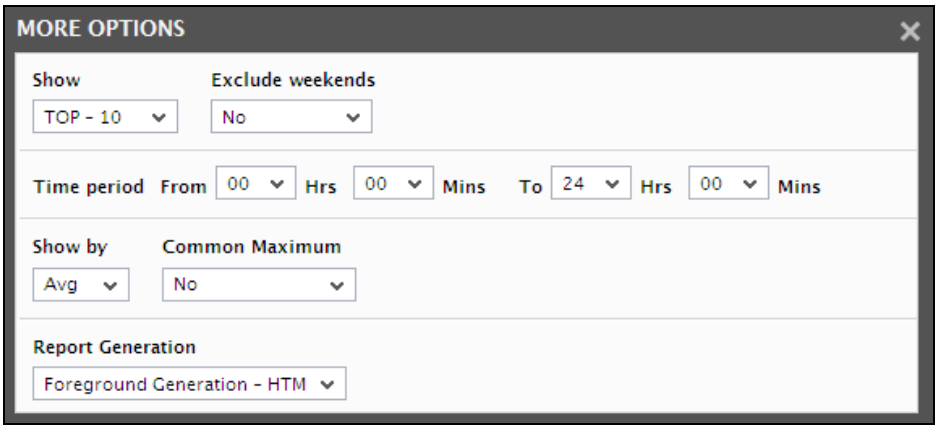


Figure 5.31: The default settings for the Top System Resource Consumers report

6. From Figure 5.31, select the type of report to be generated from the **Report Type** list box. The options are as follows:

   - **Graph**: Select this option for a graphical representation of this report.
   - **Data**: To view this report in a table, select this option.

   If you select the **Report Type** option as **Graph**, then the **Show by** option appears. Select any one of the following options:

   - **Max** : Select this option to generate a report that plots the maximum value registered by different metrics during a specified timeline.
   - **Avg**: Select this option to generate a report that plots the average values computed for the chosen metric across all the chosen systems during a specified timeline.

7. Likewise if you select the **Report type** as **Data**, then the **Sort by** option appears instead of the **Show by** option. Here too, select any one of the following options from the list:

   - **Max** : Select this option to sort the processes of each chosen system by range of the maximum value registered for the chosen metric during a specified timeline.
   - **Avg**: Select this option to generate a report in a tabular format that plots the average values computed for the processes of each chosen metric for all the chosen systems during a specified timeline.

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the **[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

9. By default, the report provides the details of only the **Top-10** processes for all the chosen systems that consume high resources. You can choose a different top-n / last-n option from the **Show** list, if need be.

   Note:

   By default, the values displayed in the **Show** list range from **TOP-10** to **LAST-10**. This is because, the **Showtop** parameter in the **[INFOS]** section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) is set to 10, by default. You can, if required, configure the **Show** list to display a different range of options. For this, specify a different number against the **Showtop** parameter, and save the **eg_report.ini** file.

10. Next, specify the start time and end time for report generation against the **Time period** field.

11. By default, the **Common Maximum** flag is set to **No**. This indicates that by default, eG Enterprise does not set a common maximum value for all graphs in a report - in other words, the maximum value differs from graph to graph. This is because, the eG Enterprise system, by default, determines the maximum value for a graph by comparing all the values reported by the corresponding measure during the specified **Timeline**. If you want to set a common maximum value across all graphs in a view, set the **Common Maximum** flag to **Yes**. Once you set the **Common Maximum** value to **Yes**, the **Auto Maximum** and **Max Value** fields will appear. By default, the **Auto Set Maximum Value** flag is set to **Yes**. If this flag is set to **No**, you can set a *custom* maximum value for all the graphs in the **Max Value** field. If you set the **Auto Set Maximum Value** flag to **Yes**, then the maximum value will be auto-generated by the eG Enterprise system.

12. Next, indicate the type of graphs to be generated in the report page - whether 3D or 2D - by choosing the appropriate option from the **Graph** list. The default selection in this list is determined by the **Show reporter graphs in 3D** flag in the **MONITOR SETTINGS** page of the eG administrative interface. If this flag is set to **Yes**, then the **3D** option will be selected by default in the **Graph** list. If this flag is set to **No**, then the default selection in the **Graph** list will be **2D**.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click on the **Run Report** button to generate the report. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 5.32.

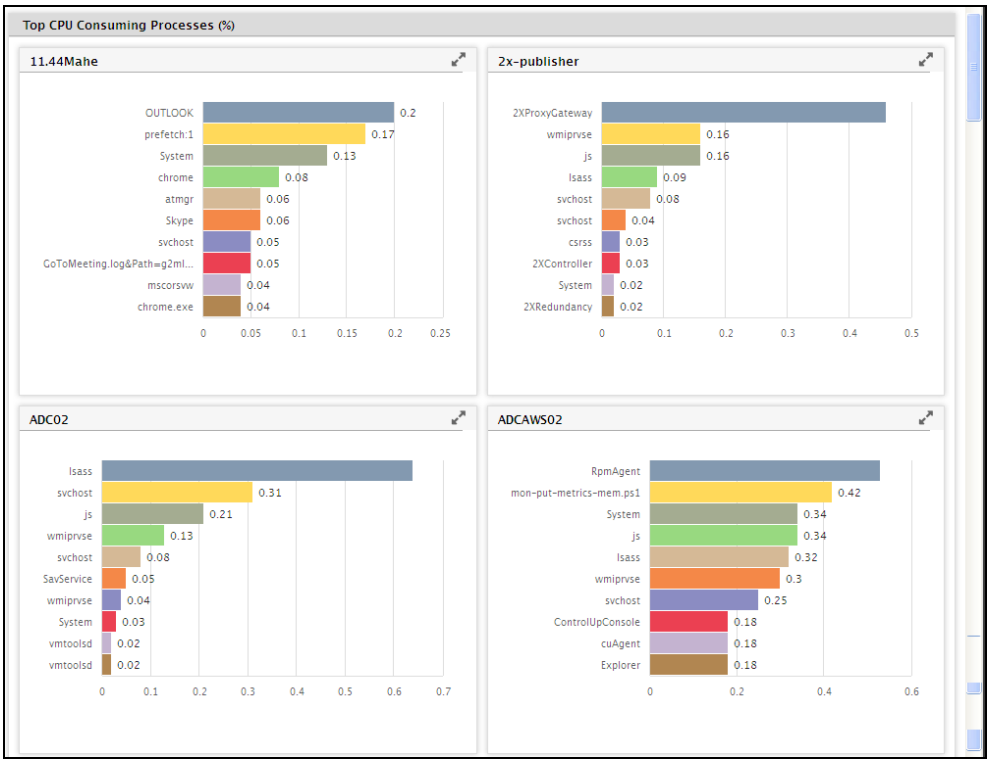


Figure 5.32: The Top System Resource Consumers report

For each component chosen from the **Systems** list, the top 10 applications that are consuming the resources are plotted as bar graphs. However, if you wish to view the processes that are consuming the resources in the bar graph, then set the **Aggregate based on application name** flag available in the **More Options** drop down window to Yes.

If the **Data** option is chosen from the **Report Type** list, then the report will be generated as shown in Figure 5.33.

Top CPU Consuming Processes (%)

192.168.8.215

PROCESS(S)	MAX	AVG
Java(TM) Platform SE binary	97.94	21.45
Symantec Service Framework	21.25	1.2
Host Process for Windows Services	25.3	0.78
tomcat9	22.44	0.66
System	27.33	0.58
Google Chrome	14.84	0.32
WMI Provider Host	2.93	0.07
Microsoft Teams	4.47	0.06
Client Server Runtime Process	0.8	0.04
Console Window Host	9.19	0.04

Figure 5.33: The report when generated in Data format

From the tabular view represented in Figure 5.33, administrators can figure out the process that is consuming the maximum resources.

5.6 History of Alarms Report

The **History of Alarms** report, as its name suggests, provides details of all the alarms that were generated by the eG manager during a configured period of time in the past.

Note:

If the user who logs into the eG Reporter console has been assigned only VMs for monitoring (and not any other component), then the **Operational Reports** menu will provide only the **History of Alarms** report option. In this case, the **History of Alarms** will list all the historical alarms related to the VMs that have been assigned to the current user.

Historical analysis of alarms reveals recurring issues and problem-prone components, and helps deduce problem patterns. Using the filter option provided by the report, you can zoom into specific types of problems and scrutinize them closely. The report also provides analytical tools like detailed diagnosis and graphs, which can be used to perform a post-mortem of the problems and diagnose the root-cause of issues.

To generate this report, do the following:

1. Select the **History of Alarms** option from the **Operational Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 5.34 then appears.

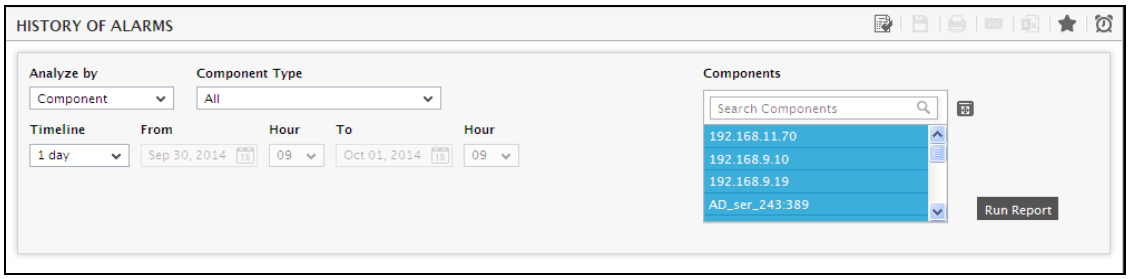


Figure 5.34: Generating the History of Alarms report

3. You can build filter conditions using Figure 5.34 so that, you can selectively view the alarm history. The first step towards building these filter conditions is selecting a basis for the filter. This can be achieved by picking an option from the **Analyze by** list. The options available here are as

follows:

- **Component** : This is the default selection in the **Analyze by**list. This implies that by default, the history of alarms report is generated for all managed components in the environment. If you proceed with the default selection, then, you will find that **All** is the default selection in the **Component Type** list, and all the managed components in the environment populate the **Components**list. If you want to view the alarm history of a particular component of a particular component-type, pick the type of your choice from the **Component Type** list; this will make sure that the **Components**list consists of only those managed components that are of the chosen type. You can then easily pick the component of your choice from the **Component** list.
- **Zone**: Selecting this option from the **Analyze by** list will invoke a **Zone** list. Select a particular zone from this list, if you want to view the history of alarms related to that zone. An **Include Subzones** flag also appears. By setting this flag to **Yes**, you can make sure that the alarm history also includes those alarms that are associated with the sub-zones of the chosen zone.

  Once a **Zone** is selected, the **Component Type** and **Components**lists will be populated with those component types and components (respectively) that are part of the selected zone. To view the alarm history of a component that is part of a zone, pick that component from the **Components**list. If the **Components**list has too many components to choose from, then, you can condense the list by first picking a **Component Type**; this will make sure that the **Components**list consists of those components in the selected zone that are of the chosen type. You can then easily pick the component of your choice from the **Components**list.

  Note that the 'Zone' option will not be available in the 'Analyzeby' list if no zones are configured in the environment.

- **Segment**: If this option is chosen from the **Analyze by** list, a **Segment** list will additionally appear. In order to view the alarm history pertaining to a specific segment, pick a segment from the **Segment** list.

  Once a **Segment** is selected, the **Component Type** and **Components**lists will be populated with those types and components (respectively) that are part of the selected segment. To view the alarm history of a component that is part of a segment, pick that component from the **Components**list. If the **Components**list has too many components to choose from, then, you can condense the list by first picking a **Component Type**; this will make sure that the **Components**list consists of those components in the selected segment that are of the chosen type. You can then easily pick the component of your choice from the **Components**list.

Note that the 'Segment' option will not be available in the 'Analyze By' list if no segments are configured in the environment.

- **Service**: If this option is chosen from the **Analyze by** list, a **Service** list will additionally appear. In order to view the alarm history pertaining to a specific service, pick a service from the **Service** list.

  Once you choose a **Service**, the **Component Type** and **Components** lists in 5.6 will be populated with those types and components (respectively) that are engaged in the delivery of the said service. If you want to view the alarm history of a component that supports the selected service offering, pick that component from the **Component s** list. If the **Components** list has too many components to choose from, then, you can condense the list by first picking a **Component Type**; this will make sure that the **Components** list consists of those components in the selected service that are of the chosen type. You can then easily pick the component of your choice from the **Components** list.

  Note that the 'Service' option will not be available in the 'Analyze by' list if no services are configured in the environment.

4. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.
5. For viewing the details of alarms that were generated during a specific time window, select a fixed **Timeline**, or choose **Any** to provide a date/time range.
6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components from the **Components** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 5.35). The steps below discuss each of these settings and how they can be customized.

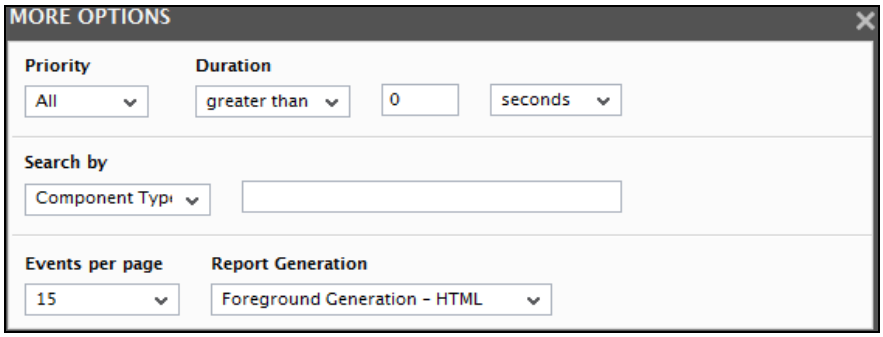


Figure 5.35: The default settings for generating the History of Alarms report

7. You can even choose to view the details of past alarms that are of a particular priority, by selecting that priority from the **Priority** list. All is the default selection here.

8. If you wish to view the alarms assigned to a chosen user in your environment, then select the user from the **User(s)** list. By default, **All** option will be chosen from this list indicating that the alarms pertaining to all the users will be listed by default. The **User(s)** list will appear only when you set the **Show_Users** flag to **true** under the **[ALARM_HISTORY]** section in the **eg_ui.ini** file that is available in the **<eG_INSTALL_DIR\manager\config\default** folder. By default, the **Show_Users** flag is set to **false**.

9. Next, to view the alarms that have remained unresolved for a time period that is in excess of a specified duration, select the **greater than** option from the **Duration** list, enter a value in the adjacent text box, and then select a unit of time from the list box alongside. For example, to view the history of the alarms that have remained unresolved for over 1 hour, select the **greater than** option, enter **1** in the text box alongside, and select **hours** from the list box adjacent to it.

10. Similarly, you can view the history of alarms that have remained unresolved for a time period lesser than a specified duration. To achieve this, select the **lesser than** option from the **Duration** list, specify a value in the adjacent text box, and select a unit of time from the list box.

11. To search for the alarms pertaining to a chosen Component Type, Component, Service or test, you can use the **Search by** drop down list and provide the name of the Component Type, component, service or test of your choice in the text box adjacent to the list. In addition, if you wish to filter out the alarms with the key words of your choice, then you can choose the **Description** option from the **Search by** list and type in the keywords that youa re looking for in the alarms. For example, if you wish to filter out the alarms pertaining *to High CPU usage*, then you can select **Description** from the **Search** by list and type *CPU* as the keyword in the text box adjacent to the drop-down list.

12. In addition, you can configure the number of event records to be displayed per page of the event history. By default, 15 records are displayed per page. To display more records, select an appropriate value from the **Events per page** list.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button to generate the report. 5.6 then appears.

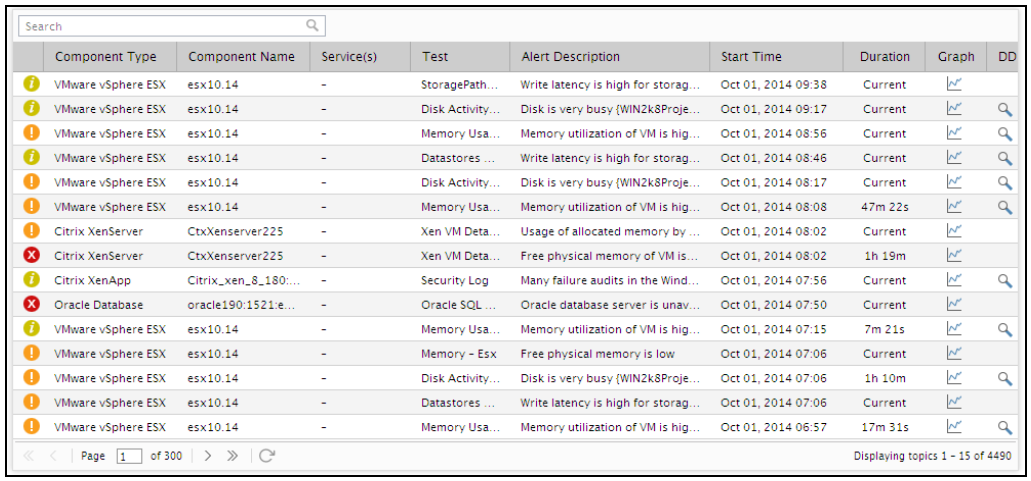


Figure 5.36: The HISTORY OF ALARMS report

15. In this report, the details pertaining to every alarm like the start time, duration, name of the component, component-type, test, alarm description, and the service (if any) that is impacted by the issue, are available. Every row of alarm information will be accompanied by a colored indicator that indicates the corresponding alarm priority. Critical alarms will be of the color red, major alarms will be in orange, and the minor ones come in yellow. An alarm with the end time set to current denotes a problem that has still not been fixed.

16. You can search the generated report for a particular alarm based on various criteria. For instance, to search for alarm information related to all managed components of a particular type, provide the whole/part of the component type to search for in the **Search** text box and click the icon alongside. Likewise, you can search based on **Component Name**, **Service**, **Test**, and **Alarm Description**.

17. Typically whenever an alarm is raised for the problems at the host-level of a component, the **HISTORY OF ALARMS** page automatically sets the **Component type** to **Host system**, even if the component affected is say, an **Oracle Database server** or a **Web server**. From this alarm information, users cannot determine the exact **Component type** of the affected component. Moreover, help desk personnel may prefer to view the operating system of the problem host as part of the alarm information displayed in the **History of Alarms** page, as such an information will greatly simplify the troubleshooting process. To make sure that the **History of Alarms** page enables help desk to easily understand, interpret, and solve problems affecting a host's performance, you can optionally configure the eG Enterprise system to display the actual **Component type**, **Host system**, or the affected **Operating system** for host-level alarms in the **History of Alarms** page. To enable this capability, do the following:

- Edit the **eg_ui.ini** flag in the <EG_INSTALL_DIR>\manager\configdirectory
- In the **[HOST_SYSTEM]** section of this file, set the **Show_HostSystem** flag to any one of the following values mentioned below:
  - Set the **Show_HostSystem** flag to **HostSystem** if you want the component type to be displayed as **Host system** for the host-level alarms;
  - Set the **Show_ HostSystem** flag to **CompType** if you want to display the affected component; This is the default setting that is provided;
  - Set the **Show_HostSystem** flag to **OS** if you want to display the operating system of the host;
- Finally, save the file.

  Note:

  This configuration affects the current alarms window, email/SMS alerts, and SNMP traps as well.

18. The **HISTORY OF ALARMS** report also comprises of the icon, which when clicked, allows you to view the graph of the corresponding measure for the last one hour. If the detailed diagnosis capability has been enabled for the eG installation, then problem measures for which detailed diagnosis is available will be accompanied by the icon. When this icon is clicked, the detailed diagnosis of the measure will appear, throwing greater light on the problem condition.
19. The **NEXT**, **PREVIOUS**, **LAST** and **FIRST** buttons, and the **Page** text box are provided to enable you to easily browse the alarm information that runs across pages.
20. To save you the trouble of scrolling up the report everytime you want to relook at the report criteria, eG Reporter now includes a separate section with a summary of your specifications. Clicking the button in this section expands your report criteria so that you can alter your specification at any point of time.
21. To hide the expanded report criteria, simply click on the button.

5.7 History of Unknowns Report

Besides alarms, eG Reporter also enables users to historically analyze those tests, measures and components that were in an unknown state during a given timeline in the past. A test can switch to an unknown state when the eG Enterprise system is unable to determine the state of one/more metrics that test reports - this could be because of any of the following reasons:

- The test could have been wrongly configured;
- The eG agent executing the test could have suddenly stopped;
- The eG agent may have been unable to pull out metrics from the server;
- The eG agent executing the test may not be able to transmit the metrics collected by that test to the eG manager, owing to say, poor network connectivity;

Performing effective reactive analysis on the unknown measures, will enable administrators to understand which tests and measures often switched to the 'indeterminate' state and why, and which components and business services were affected by this switch. For this analysis, the eG Reporter allows the generation of the **History of Unknowns** report.

To generate this report, do the following:

1. From the eG Reporter interface, select the **History of Unknowns** option from the **Operational Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 5.37 will then appear.

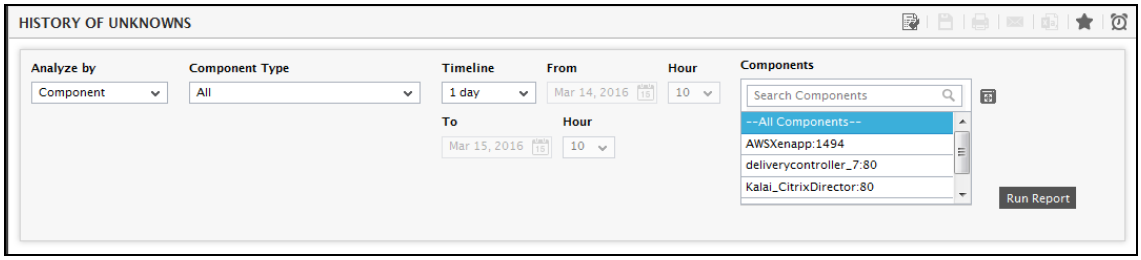


Figure 5.37: Generating a History of Unknowns report

3. From the **Analyze by** list, pick a criterion for filtering the **Component Type** list. By default, the **Components** option will be chosen from the **Analyze by** list - this is why, all the managed component types in the environment will be made available for selection in the **Component Type** list. In large environments characterized by numerous components of heterogeneous types, this **Component Type** list will be very long, making selection difficult! To avoid this, you can pick any of the following filter criteria instead from the **Analyze by** list:
   - **Service**: Select this option if the components of interest to you are engaged in the delivery of a particular business service. If this option is chosen, then a **Service** drop-down will appear, from which you can select a specific service. The **Component Type** list will then be populated with only those component types that are associated with the chosen service.

- **Segment**: Select this option if the components of interest to you are part of a segment topology. If this option is chosen, then a **Segment** drop-down will appear, from which you can select a specific segment. The **Component Type** list will then be populated with only those types of the component that belong to the chosen segment.
- **Zone**: Select this option if the components of interest to you have been added to a specific zone. If this option is chosen, then a **Zone** drop-down will appear, from which you can select a specific zone. The **Component Type** list will then be populated with only those components that are part of the chosen zone. If the selected **Zone** contains sub-zone, you can additionally indicate whether/not the component types that are included in the sub-zones should also appear in the **Component Type** list. To include the sub-zone components as well, set the **Include Subzones** flag to **Yes**; to disregard the components in sub-zones, set this flag to **No**.

4. Pick a type from the **Component Type** list.
5. From the **Components** list, select one/more components for which the report is to be generated. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
6. Then, specify the **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you select one/more components from the **Components** list for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window. The steps below discuss each of these settings and how they can be customized.

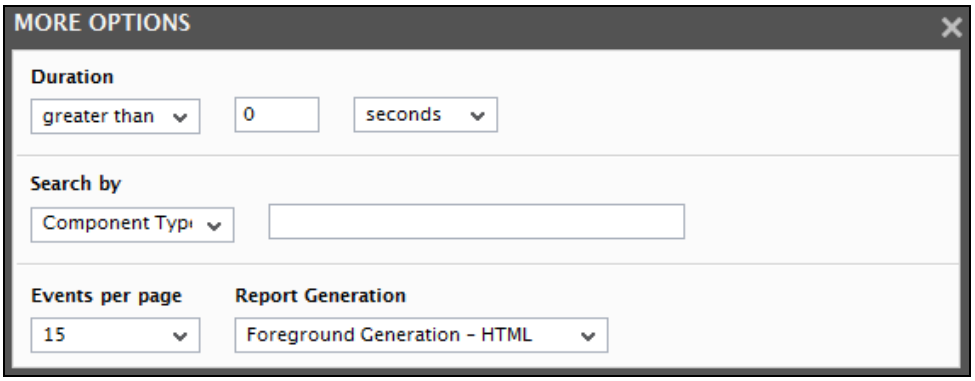


Figure 5.38: The default settings of the History of Unknowns report

8. If you wish to view the history of unknowns assigned to a chosen user in your environment, then select the user from the **User(s)** list. By default, **All** option will be chosen from this list indicating that the tests and measures in the Unknown state pertaining to all the users will be listed by default. The **User(s)** list will appear only when you set the **Show_Users** flag to **true** under the **[ALARM_HISTORY]** section in the **eg_ui.ini** file that is available in the **<eG_INSTALL_DIR\manager\config\default** folder. By default, the **Show_Users** flag is set to **false**.

9. Next, to know which tests and measures reported for which component were in an unknown state for a time period that is in excess of a specified duration, select the **greater than** option from the **Duration** list, enter a value in the adjacent text box, and then select a unit of time from the list box alongside. For example, to view the tests and measures that have remained in the unknown state for over 1 hour, select the **greater than** option, enter 1 in the text box alongside, and select **hours** from the list box adjacent to it.

10. Similarly, you can view the tests and measures that were in an unknown state for a time period lesser than a specified duration. To achieve this, select the **lesser than** option from the **Duration** list, specify a value in the adjacent text box, and select a unit of time from the list box.

11. To search for a specific Component Type, Component, Service or test that was in an **UNKNOWN** state , you can use the **Search by** drop down list and provide the name of the Component Type, Component, service or test of your choice in the text box adjacent to the list. In addition, if you wish to filter out the measures that were in **Unknown** state, you can do so by selecting the **Measure** option from the **Search by** list and provide the name of the measure in the text box adjacent to it.

12. In addition, you can configure the number of unknown event records to be displayed per page of the unknown history. By default, 15 records are displayed per page. To display more records, select an appropriate value from the **Events per page** list.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button to generate the report. Figure 5.39 then appears.

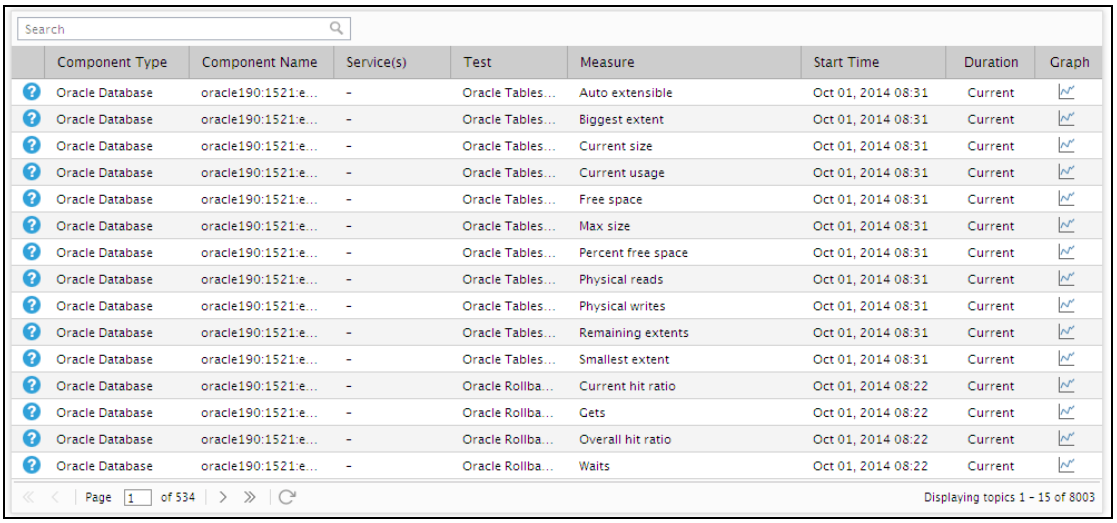


Figure 5.39: The HISTORY OF UNKNOWNS report

15. The **HISTORY OF UNKNOWNS** report also comprises of a **GRAPH** icon, which when clicked, allows you to view the graph of the corresponding measure for the last one hour.
16. You can even search for unknown information based on any of the following **Search** options from the report:
    - a particular **Component Name;**
    - a **Component Type**;
    - a **Service**;
    - a **Test**;
    - a **Measure**;

    Pick any of the aforesaid options and enter the component name/type/service/test/measure to search for in the text box provided alongside.
17. The **NEXT**, **PREVIOUS**, **LAST** and **FIRST** buttons, and the **Page** text box are provided to enable you to easily browse the **Unknown** information that runs across pages.

5.8 History of Acknowledgements

In large environments, it is but natural that the same set of components are assigned to multiple users for monitoring. In such environments, alarm acknowledgement rights would be granted to all these users. To acknowledge an alarm, these users post their acknowledgement description comments against that alarm. Whenever large volumes of alarms are generated by the eG

Enterprise in that environment and acknowledged by the users, administrators found it difficult to figure out the exact time at which each alarm was acknowledged and how long did it take to acknowledge a generated alarm. To cater to the needs of administrators who would generally want to figure out how many alarms in the environment were acknowledged and how many are yet to acknowledged and how long it took to resolve an issue, eG Enterprise provides a specialized **History of Acknowledgements** report!

To generate this report, do the following:

1. Select the **History of Acknowledgements** option from the **Operational Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 5.40 then appears.

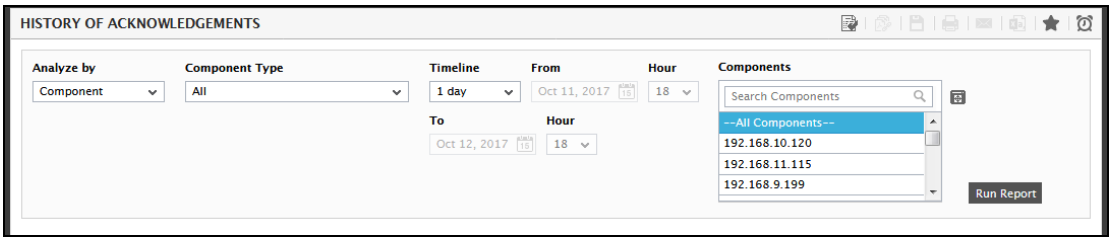


Figure 5.40: Generating the History of Acknowledgements report

3. You can build filter conditions using Figure 5.40 so that, you can selectively view the acknowledgement history. The first step towards building these filter conditions is selecting a basis for the filter. This can be achieved by picking an option from the **Analyze by** list. The options available here are as follows:

   - **Component** : This is the default selection in the **Analyze by** list. This implies that by default, the history of acknowledgements report is generated for all managed components in the environment. If you proceed with the default selection, then, you will find that **All** is the default selection in the **Component Type** list, and all the managed components in the environment populate the **Components** list. If you want to view the alarm history of a particular component of a particular component-type, pick the type of your choice from the **Component Type** list; this will make sure that the **Components** list consists of only those managed components that are of the chosen type. You can then easily pick the component of your choice from the **Component** list.
   - **Zone**: Selecting this option from the **Analyze by** list will invoke a **Zone** list. Select a particular zone from this list, if you want to view the history of acknowledgements related to that zone. An **Include Subzones** flag also appears. By setting this flag to **Yes**, you can make sure that the

acknowledgement history also includes those alarms that are associated with the sub-zones of the chosen zone.

Once a **Zone** is selected, the **Component Type** and **Components** lists will be populated with those component types and components (respectively) that are part of the selected zone. To view the alarm history of a component that is part of a zone, pick that component from the **Components** list. If the **Components**list has too many components to choose from, then, you can condense the list by first picking a **Component Type**; this will make sure that the **Components** list consists of those components in the selected zone that are of the chosen type. You can then easily pick the component of your choice from the **Components** list.

Note that the 'Zone' option will not be available in the 'Analyze by' list if no zones are configured in the environment.

- **Segment**: If this option is chosen from the **Analyze by** list, a **Segment** list will additionally appear. In order to view the acknowledgement history pertaining to a specific segment, pick a segment from the **Segment** list.

  Once a **Segment** is selected, the **Component Type** and **Components** lists will be populated with those types and components (respectively) that are part of the selected segment. To view the acknowledgement history of a component that is part of a segment, pick that component from the **Components** list. If the **Components** list has too many components to choose from, then, you can condense the list by first picking a **Component Type**; this will make sure that the **Components** list consists of those components in the selected segment that are of the chosen type. You can then easily pick the component of your choice from the **Components** list.

  Note that the 'Segment' option will not be available in the 'Analyze By' list if no segments are configured in the environment.

- **Service**: If this option is chosen from the **Analyze by** list, a **Service** list will additionally appear. In order to view the acknowledgement history pertaining to a specific service, pick a service from the **Service** list.

  Once you choose a **Service**, the **Component Type** and **Components** lists in 5.8 will be populated with those types and components (respectively) that are engaged in the delivery of the said service. If you want to view the acknowledgement history of a component that supports the selected service offering, pick that component from the **Components** list. If the **Components** list has too many components to choose from, then, you can condense the list by first picking a **Component Type**; this will make sure that the **Components** list consists of

those components in the selected service that are of the chosen type. You can then easily pick the component of your choice from the **Components** list.

Note that the 'Service' option will not be available in the 'Analyze by' list if no services are configured in the environment.

4. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.
5. For viewing the details of alarms and the acknowledgements that were generated during a specific time window, select a fixed **Timeline**, or choose **Any** to provide a date/time range.
6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components from the **Components** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 5.41). The steps below discuss each of these settings and how they can be customized.

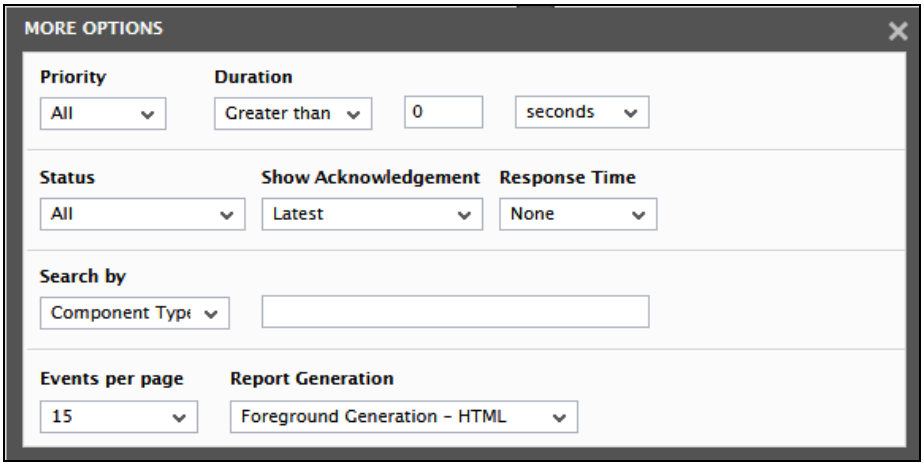


Figure 5.41: The default settings for generating the History of Alarms report

7. You can even choose to view the details of past alarms that are of a particular priority, by selecting that priority from the **Priority** list. All is the default selection here.
8. If you wish to view the alarms assigned to a chosen user in your environment, then select the user from the **User(s)** list. By default, **All** option will be chosen from this list indicating that the alarms

pertaining to all the users will be listed by default. The **User(s)** list will appear only when you set the **Show_Users** flag to **true** under the **[ALARM_HISTORY]** section in the **eg_ui.ini** file that is available in the **<eG_INSTALL_DIR>\manager\config\default** folder. By default, the **Show_Users** flag is set to **false**.

9. Next, to view the acknowledgements that have remained unresolved for a time period that is in excess of a specified duration, select the **Greater than** option from the **Duration** list, enter a value in the adjacent text box, and then select a unit of time from the list box alongside. For example, to view the history of the acknowledgements that have remained unresolved for over 1 hour, select the **Greater than** option, enter **1** in the text box alongside, and select **hours** from the list box adjacent to it.
10. Similarly, you can view the history of acknowledgements that have remained unresolved for a time period lesser than a specified duration. To achieve this, select the **Lesser than** option from the **Duration** list, specify a value in the adjacent text box, and select a unit of time from the list box.
11. Select a criteria based on which the report should be generated from the **Status** text box. For example, if you wish to generate the report for all the unacknowledged alarms in your environment, then choose **Unacknowledged** from this list.
12. By default, the *Latest* option is chosen from the **Show Acknowledgement** list indicating that the last acknowledgement status of the alarms alone will be considered while generating the alarm. If you wish to view all the acknowledgements made to the alarms, then choose the *All* option from this list.
13. If you wish to generate the report based on the alarms being responded (i.e., acknowledged/unacknowledged) within a stipulated time, then you can pick a **Response Time** of either *Greater than* or *Lesser than* option, specify a value in the adjacent text box, and select a unit of time from the list box. By default, *None* will be chosen from the **Response Time** list.
14. To search for the alarms pertaining to a chosen Component Type, Component, Service or test, you can use the **Search by** drop down list and provide the name of the Component Type, component, service or test of your choice in the text box adjacent to the list. In addition, if you wish to filter out the alarms with the key words of your choice, then you can choose the **Description** option from the **Search by** list and type in the keywords that youa re looking for in the alarms. For example, if you wish to filter out the alarms pertaining *to High CPU usage*, then you can select **Description** from the **Search** by list and type *CPU* as the keyword in the text box adjacent to the drop-down list.

15. In addition, you can configure the number of event records to be displayed per page of the event history. By default, 15 records are displayed per page. To display more records, select an appropriate value from the **Events per page** list.

16. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

17. Finally, click the **Run Report** button to generate the report. 5.8 then appears.

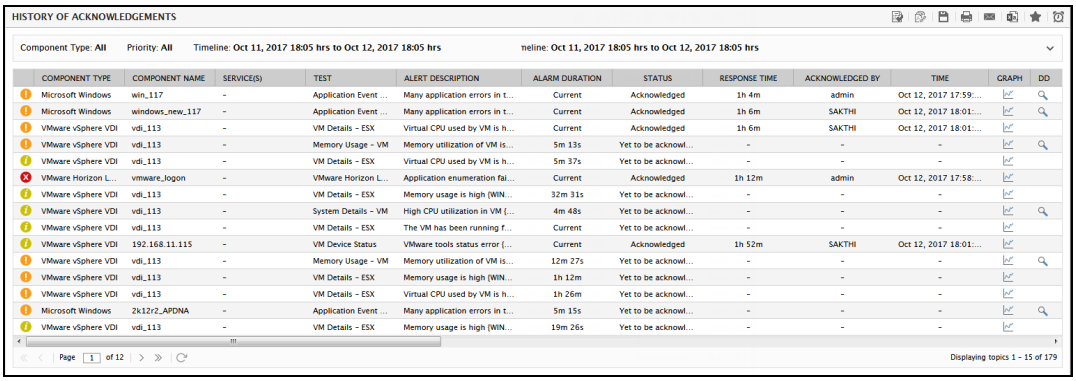


Figure 5.42: The History of Acknowledgements report

18. In this report, the details pertaining to every alarm like the name of the component, component-type, test, alarm description, the duration of the alarm, the status of the alarm (whether acknowledged/unacknowledged), the user responsible for the alarm, the response time for the alarm and the service (if any) that is impacted by the issue, are available. Every row of alarm information will be accompanied by a colored indicator that indicates the corresponding alarm priority. Critical alarms will be of the color red, major alarms will be in orange, and the minor ones come in yellow. An alarm with the end time set to current denotes a problem that has still not been fixed.

19. The **HISTORY OF ACKNOWLEDGEMENTS** report also comprises of the icon, which when clicked, allows you to view the graph of the corresponding measure for the last one hour. If the detailed diagnosis capability has been enabled for the eG installation, then problem measures for which detailed diagnosis is available will be accompanied by the icon. When this icon is clicked, the detailed diagnosis of the measure will appear, throwing greater light on the problem condition.

20. The **NEXT**, **PREVIOUS**, **LAST** and **FIRST** buttons, and the **Page** text box are provided to enable you to easily browse the alarm information that runs across pages.

Chapter 6: The Analytical Reports

The report options offered by the Analytical Reports node of the **REPORTS BY FUNCTION** tree in the eG Reporter provides in-depth analysis into the performance of the IT infrastructure elements. These reports aid in administrators in comparing, correlating, and analyzing the performance of specific components, segments, services, and component types, analyze the health of the components, metrics generated in the monitored environment. Administrators can also perform a post-mortem procedure on the monitored environment, analyze the state of the environment during a designated period where problems existed only for a brief period, and diagnose the root-cause of problems that had existed during that period. The reports offered in this node also provides in-depth analysis to predict and correlate the resources in the monitored environment. Using these reports, administrators can figure out the resource usage bottlenecks and the severity of these bottlenecks, identify repeated issues (if any), analyze the root-cause of such issues, and advise a course of action.

6.1 Top - N Analysis Report

Using the **Top- N Analysis Report** offered by eG Enterprise, administrators can rank components/descriptors for every metric collected by the eG Enterprise system. The report also reveals the best/worst players in a particular performance area, thereby bringing to light components that are problem-prone, and which hence require continuous attention.

For example, to view the top 10 components with incoming traffic flow and outgoing traffic flow, do the following:

1. Select the **Top–N Analysis** option from the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.

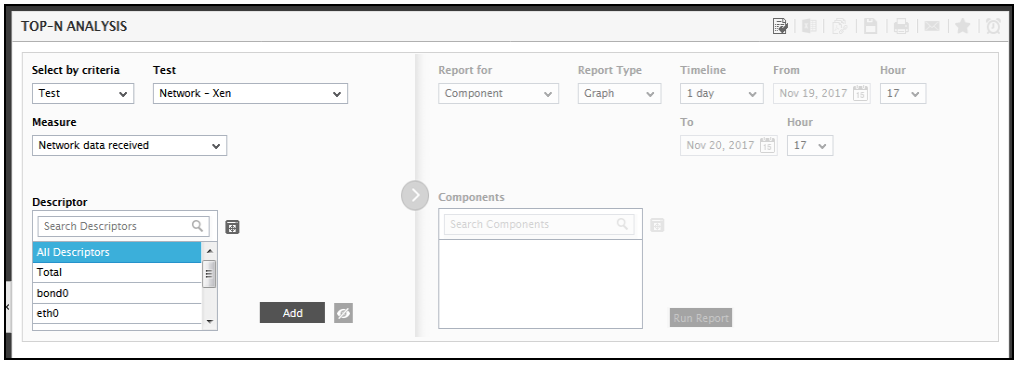


Figure 6.1: Selecting the Test, Measure, and Descriptors to be compared

2. Next, choose between the **Metrics** and **Test** options from the **Select by Criteria** list. If you select the **Test** option, you will be expected to select a **Test**, then the **Measure** for which a **Top-N** list is to be generated, and finally, the **Descritpors** in the infrastructure that will be participating in the evaluation. In the case of our example therefore, you will first have to select **Network Traffic** test, then choose the **Incoming traffic** measure, and finally select one/more **Descritpors** displayed in the **Descriptors** list (see Figure 6.1). If the **Descriptors** list consists of too many descriptors, then viewing all the descriptors and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Descriptors** list. A **DESCRIPTORS** pop up window will then appear using which you can view almost all the descriptors in a single interface and **Select** the ones to be included in the top-n analysis easily.

3. Clicking the **Add** button will enable you to choose the components for which you wish to generate the report as shown in Figure 6.2. Once you click the **Add** button, your selection will be listed in a separate section as shown in Figure 1.2. If you wish to hide this selection, you can do so by clicking the icon. Similarly, if you wish to view the selection section at a later point of time, you can do so by clicking the icon. You can add any number of **Test**s and **Measure**s to generate this report by following the procedure mentioned in step 2.

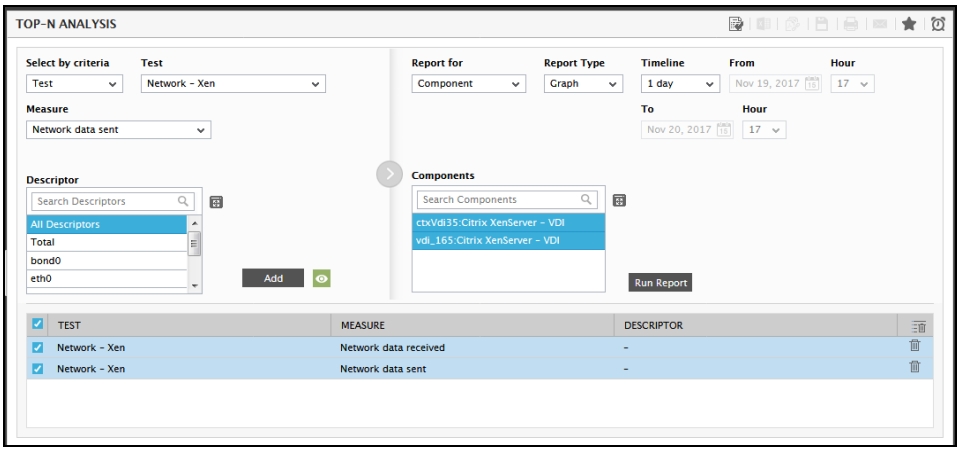


Figure 6.2: The section listing your selections

4. On the other hand, the **Metrics** option, if chosen from the **Select by Criteria** list, offers pre-defined test/measure combinations. When this option is chosen, you will see a pre-configured list of metrics displayed. Instead of selecting a specific **Test** and **Measure** as required by the **Test** option, you can simply select a performance parameter from the **Metrics** list, and then pick the components from which the Top-N Components need to be identified.

5. By default, the **Metrics** list comes with a set of pre-configured parameters. You can expand the **Metrics** list by adding more performance parameters to it. To override the default **Metrics** list, edit the **eg_report.ini** file (in the <eg_install_dir>**\manager\config** directory), and add a new metric to the [report_templates] section therein, in the following format:

   <DisplayName>=<InternalTestName>:<InternalMeasureName>

   For example, if you wish to add the Data in flow measure of the Net Flows test, do the following:

   - First, determine the *Internal name* of the test and measure to be configured. For that, do the following:
     - Open the **eg_lang*.ini** file (from the <eg_install_dir>**\manager\config** directory), where * is the language code that represents the language preference that you have set using the user profile page. In this file, the component types, measure names, test names, layer names, measure descriptions, and a wide range of other display information are expressed in a particular language, and are mapped to their eG equivalents.
     - Now, search the **eg_lang*.ini** file for the test name of interest to you. In the case of our example, search for "*Net Flows*".
     - Once it is found, determine which internal eG test it is mapped to. For instance, the eG equivalent of the "*Net Flows*" test is "NetFlowTest".
     - Similarly, you can also find the internal measure name that eG Enterprise uses for referring to the *Data in flow* measure; this will be *Total_Flow_Data*.
   - Now that the eG internal names have been identified, proceed to configure the metric in the following manner:

     Net flow=NetFlowTest: Total_Flow_Data

     The DisplayName, *Net flow*, will be added to the **Metrics** list of Figure 6.2.

6. As our example seeks to determine the top incoming network traffic/top outgoing network traffic consuming customers from across all components in the infrastructure, select **Component** from the **Report for** list.

7. Next, select a filter criterion from the **Report for** list box. In large environments comprising of hundreds of components, users often find it difficult to choose a few specific components from the endless component list, for drawing performance comparisons. Therefore, to enable users to quickly and easily pick the components to be compared, the **Report for** list box provides users

with multiple filter options. Selecting an option from this list provides users with a smaller component window to choose from. The options provided by the **Report for** list box are discussed hereunder:

- **Component**: Select this option to choose the components for comparison from across all the managed components in the environment
- **Service**: Select this option if the components to be compared are involved in the delivery of a business service. Then, pick the **Service**.
- **Segment**: Choose this option if the components to be compared are part of a segment. Then, select the **Segment**.
- **Zone**: Pick this option to compare the performance of components that are included in one/more zones. Then, by selecting an option from the **Include Subzones** list, indicate whether the **Components** list should include components in the sub-zones of the chosen zone as well.

8. Next, choose a **Report Type** (**Graph** or **Data**). The default **Report Type** is **Graph**. A **Graph** report graphically represents the measure data.
9. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

10. Next select the **Component**s for which you wish to generate the top n analysis report. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in the top-n analysis easily.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick an option from the **Components** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window. The steps below discuss each of these settings and how they can be customized.

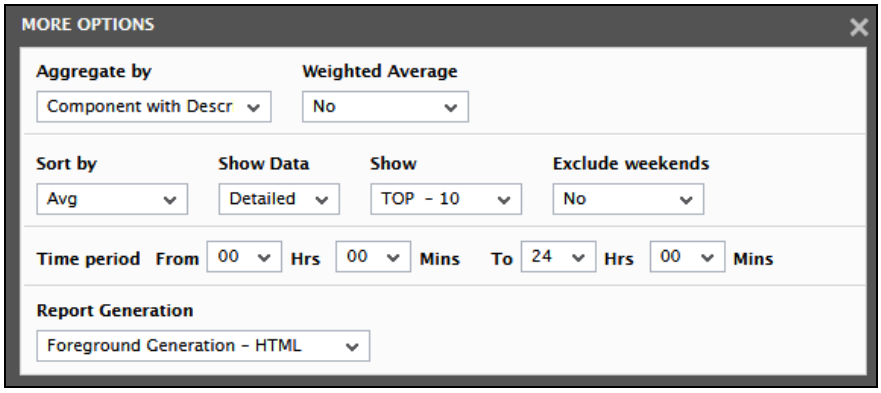


Figure 6.3: The default settings for generating a Top – N Analysis report

12. By default, this report would be generated for a combination of *Component:Descriptor* for the chosen test. Therefore, the *Component* with **Descriptor** option is chosen by default from the **Aggregate by** list. If you wish to generate the **Top - N Analysis** report for a chosen component of the test alone irrespective of the descriptors of the test, then, choose the *Component* option from this list. If you wish to consider the descriptors of a chosen test for generating the **Top - N Analysis** report, choose the **Descriptors** option from this list.

13. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you

the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the Trend option from the **Show Data** field in Figure 6.3. By default, the **Detailed** option is selected in Figure 6.3 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.

- Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini** file.
- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, a message box appears (see 5.1) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **Cancel** button.

14. Using the **Weighted Average** flag, you can indicate how the **Avg** value is to be computed for a chosen measure for the purpose of this report. The status of the **Weighted Average** flag is relevant only if the **Test** chosen is a descriptor-based test, and the descriptors are dynamic in nature. For instance, the *Net flows* test in our example auto-discovers the net flows that are currently active on a Cisco router. For each net flow (i.e., source IP - destination IP pair) so discovered, the test reports a variety of statistics. Unlike descriptors such as disk partitions or processors that rarely change, the net flows are dynamic descriptors, which may change often; in other words, a net flow that is active on the network now, may not communicate at all during the next measurement period. The *Net flows* test will neither report metrics for the inactive descriptors nor display it in the eG monitoring console. This is why, net flows are considered 'dynamic descriptors'.

    By default, the top-n Analysisreport compares the *Avg* value of the chosen measure across all selected descriptors. Since the **Weighted Average** flag is set to **No** by default, this *Avg* is computed as the ratio of the sum total of the measure values reported by a descriptor during the given timeline and the total number of times the test ran during the same timeline. In case of dynamic descriptors however, the *Avg* values so computed may not reveal the 'true picture of performance'. This is because, the test may not discover or report metrics for dynamic descriptors throughout a given timeline. For example, take the case of the *Net flows* test. Say, the test auto-discovered two net flows - namely, 'A' and 'B' - during its first measurement period; both net flows registered a *Data in Flow* of 3 MB and 8 MB respectively. Assume that the second time the *Net flows* test ran, it captured 5 MB of data in net flow 'A'. Net flow 'B' however was inactive during the second measurement period, and hence, was not discovered at all. If the **Weighted**

Average flag is set to **No** by default, then, the top-n report will plot the *Avg* value of 4 MB (3+5=8/2=4) for net flow 'A' and 4 MB (8/2=4) again for net flow 'B'. If you notice, unlike net flow 'A', where 8 MB of data was transacted over a period of time, in case of net flow 'B', 8 MB of data was transacted at one shot! Logically therefore, net flow 'B' has to be ranked above net flow 'A' in terms of data in flow. However, since the default *Avg* value computation does not clearly bring out this difference, both net flow 'A' and 'B' are treated at par in the top-n report! This is why, in case of dynamic descriptors, you may want to set the **Weighted Average** flag to **Yes**. In this case, the eG Enterprise system expresses *Avg* as the ratio of the sum total of the measure values reported by a descriptor during a given timeline and the 'total number of times that descriptor was active' during the same timeline. This implies that if the **Weighted Average** flag is set to **Yes** in the net flow example above, the *Avg* value for net flow 'A' will continue to be 4 (3+5=8/2=4), but the same for net flow 'B' will be 8 MB (8/1=8). In the top-n report therefore, net flow 'B' will be placed above net flow 'A', thereby accurately pointing you to the top communicators over the network.

15. To exclude weekends (Saturdays and Sundays) from the period of consideration, select the **Yes** option against **Exclude weekends**.
16. To view the Top-10 components, select Top-10 from the **Show** list. By default, the **Top-<maximum number of active components for the test>** will be the option chosen here - i.e., if this test takes a maximum of 5 components, then the **Top-5** option will be selected here by default.

    Note:

    The options to be listed in the **Show** list can be configured in the **eg_report.ini** file in the <EG_INSTALL_DIR>**\manager\config** directory. To achieve this, set the **ShowTop** parameter in the [infos] section of this list to a specific numeric value. For example, if you set **ShowTop** to 10, then the **Show** list will display the following options: *Top-10, Top-2, Top-5, Last-10, Last-2,* and *Last-5*.

17. Then, select an option from the **Sort by** list. The *Avg*, *Min*, and *Max* options are listed here. For the purpose of our example, select the *Avg* option, so that the Top-10 network traffic consumers are arrived at based on their average network consumption during the specified Timeline.
18. Next, specify the report duration against **Time period**.
19. Finally, click the **Run Report** button to generate the report.
20. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

21. In the case of our example, if the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke a bar chart depicting the Top-10 consumers of incoming traffic, and the average **Data** in the incoming traffic flow (see Figure 6.4). If the **Weighted Average** flag is set to **Yes**, then for the dynamic net flow descriptors, this average will be calculated as the ratio of the sum total of the values reported by the Data in flow measure for a net flow during the given timeline and the total number of times that net flow was active on the network during the same timeline.

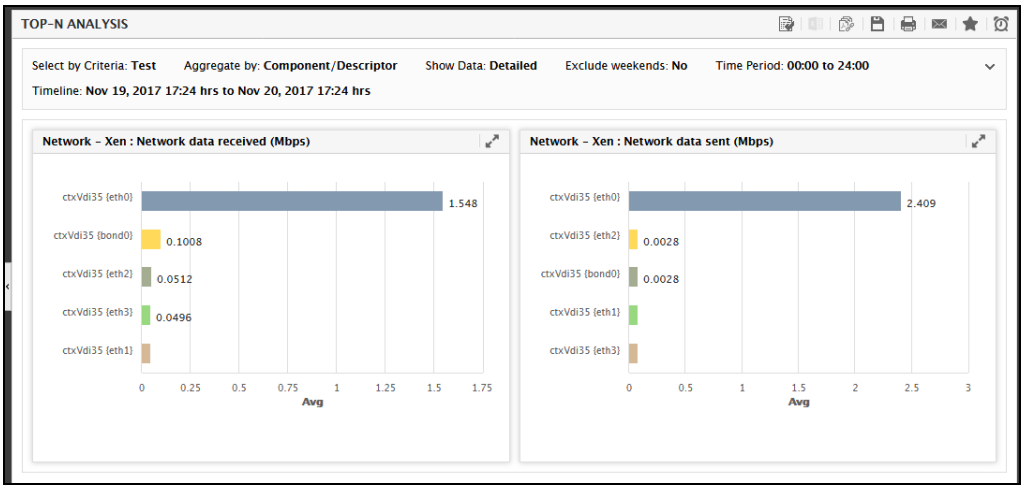


Figure 6.4: A Top N Graph Report where the Weighted Average flag is set to 'Yes'

22. If the **Weighted Average** flag is set to **No** on the other hand, then for the dynamic descriptors, this **average** will be calculated as the ratio of the sum total of the values reported by the *Data in flow* measure for a net flow during the given timeline and the total number of times the *Net flows* test ran during the same time line (see Figure 6.5).

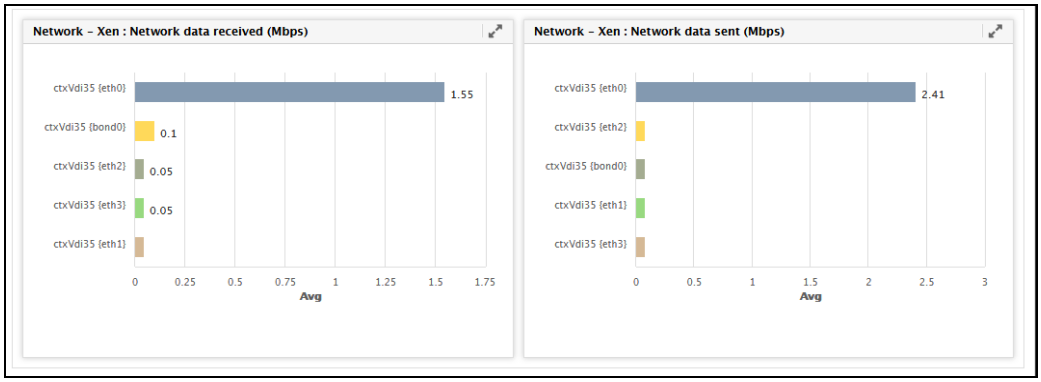


Figure 6.5: The Top-N Graph report where the Weighted Average flag is set to 'No'

23. In a **Data** report, on the other hand, the configured details are presented in a tabular format. Therefore, if the **Report Type** is **Data**, then a report that lists the minimum, maximum, and average values for the Top-10 net flows on the chosen router will appear (see Figure 6.6).

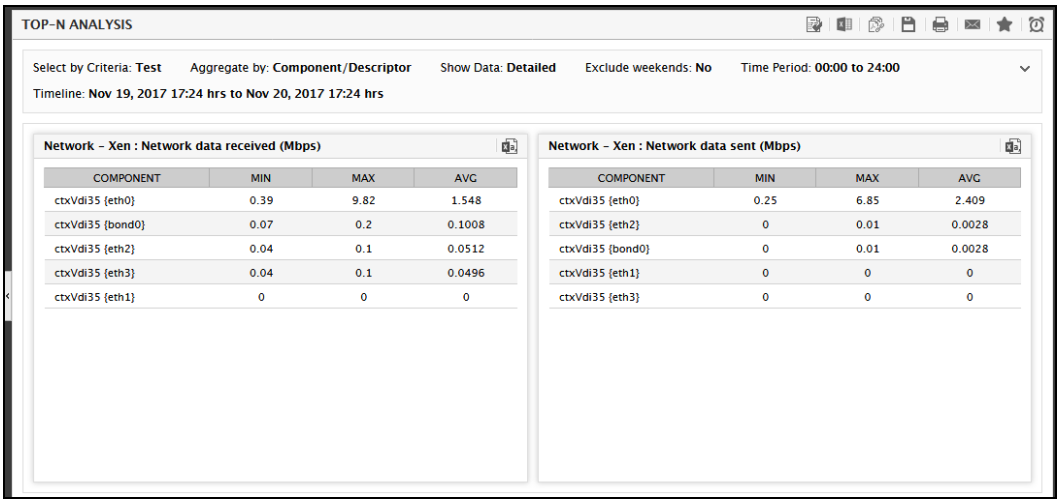


Figure 6.6: A Top N Data Report where the Weighted Average flag is set to 'Yes'

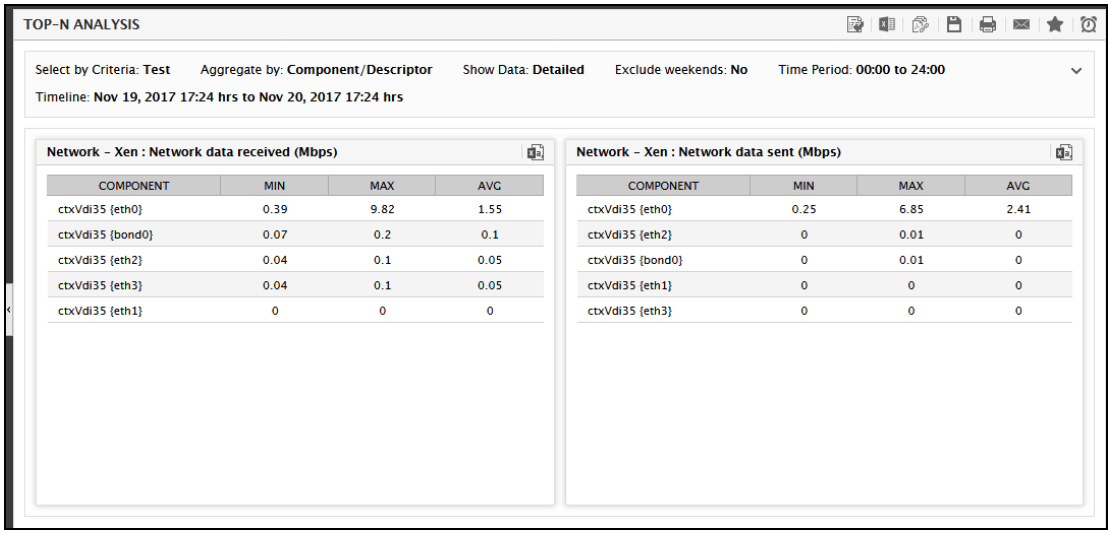


Figure 6.7: A Top N Data Report where the Weighted Average flag is set to 'No'

24. In a Graph report, if you have chosen the Component option from the Aggregate by list, then, the report will be displayed as shown in Figure 8.

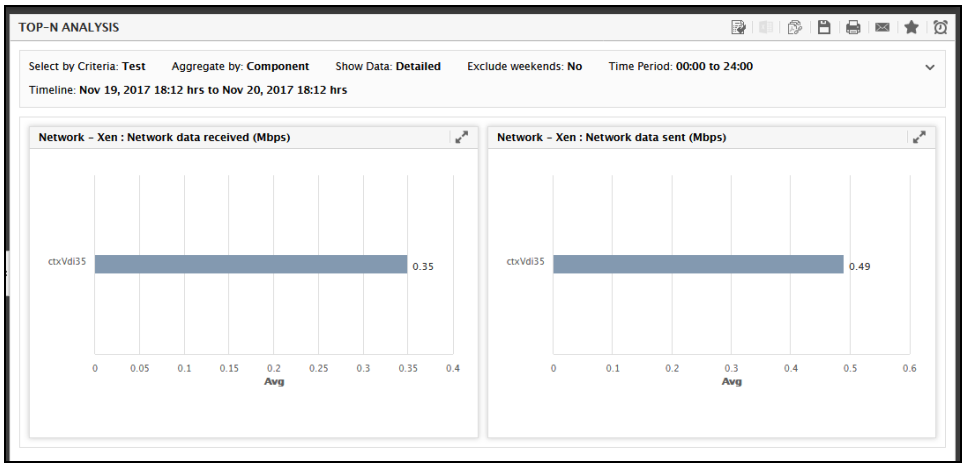


Figure 6.8: The Top N Analysis report generated when Component option is chosen from the Aggregate by list

25. In a Data report, if you have chosen Descriptor option from the Agregate by list, then, the report will be generated fro the descriptors of the chosen component alone as shown in Figure 9.

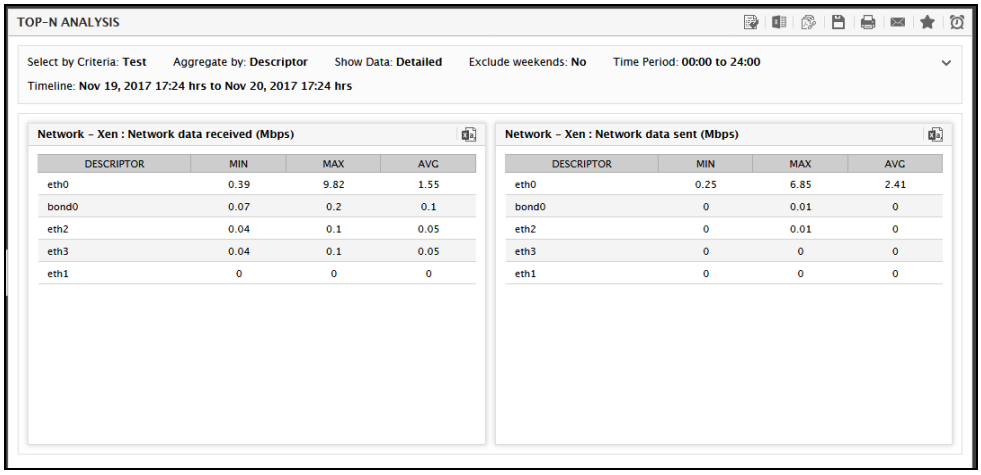


Figure 6.9: The Top N analysis reported generated when Descriptor option is chosen from the Aggregate by list

26. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully

completes for your report, then, you can view a **PDF** of the report by clicking on the **PDF** icon in that page.

6.2 KPI Metrics

Using the **KPI Metrics Report** offered by eG Enterprise, administrators can compare the performance of key metrics pertaining to two different components or historically analyze the performance of a component during different time periods. Using this report, administrators can actually compare the load on the servers over a chosen time period, identify the server that is resource-hungry and allocate additional resources to that server. The report also reveals the best/worst players in a particular performance area, thereby bringing to light components that are problem-prone, and which hence require continuous attention.

To historically analyze the performance of a component during different time periods, do the following:

1. Select the **KPI Metrics** option from the **Comparison Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 6.55 will then appear.

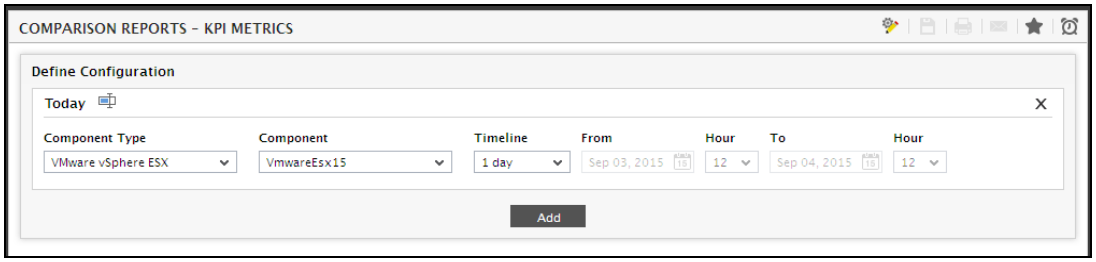


Figure 6.10: Generating a KPI Analysis Report

3. Clicking the button against the **Selection 1** option will lead you to 6.2.

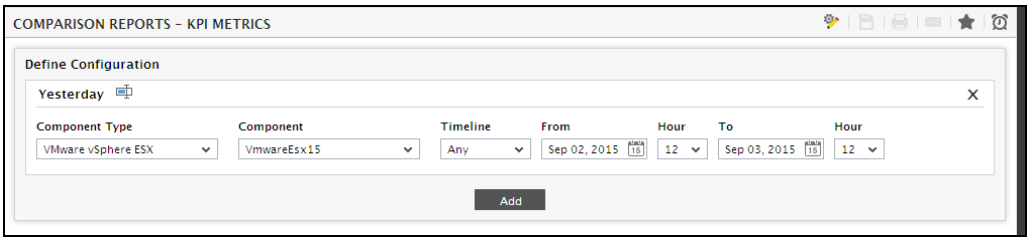


Figure 6.11: Selecting a component for which the report is to be generated

4. From 6.2, select the **Component Type** and **Component** for which the report is to be generated.

5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

6. Clicking the **Add** button will add your selection to **Selection 1**.

7. If you wish to change the label for **Selection 1**, then you can do so by clicking the icon.

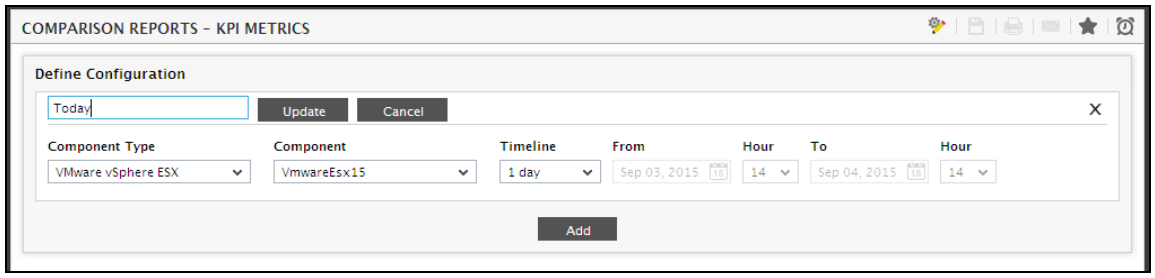


Figure 6.12: Changing the label for Selection 1

8. Entering the name of your choice and clicking the **Update** button will change the label of **Selection 1**.

9. Follow the steps 3-5 to add a selection to **Selection 2**. The **Component Type** and **Component** chosen in **Selection 1** will automatically apply to **Selection 2**. By default, the **Timeline** for **Selection 2** is *1 day*. If you wish to change the **Timeline**, then you can do so by selecting an

appropriate **Timeline** of your choice. Clicking the **Add** button will add your selection to **Selection 2**.

10. To select the measures for which the report is to be generated, click the icon. 6.2 will then appear.

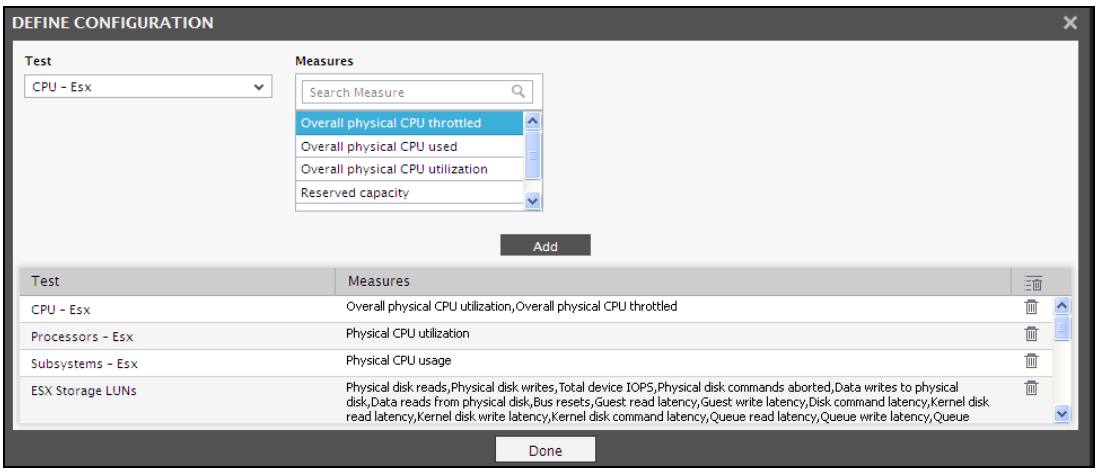


Figure 6.13: The Define Configuration pop up window

11. From 6.2, select a **Test** and **Measure** for which the report is to be generated. click the **Add** button will populate your selection in the section below. By default, a set of default tests and measures for which the report will be generated is displayed in this section as shown in 6.2. If you wish to delete a set of test and measure, then you can do so by clicking the icon against each **Test-Measure** combination.

12. Once the selection criterion is chosen, click the **Done** button. This will lead you back to 6.2.

13. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline**

list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, clicking the **Run Report** will generate the report.

Figure 6.14: Generating the Comparison Reports - KPI Metrics

16. From 6.2, administrators can actually figure out the time during which the performance of the component was at peak and the time during which the maximum amount of resources have been utilized. By simply viewing this report, administrators can figure out if the resource utilization is always at its peak or is there a sudden surge in the resource utilization. If the resource utilization is constantly high, then administrators can infer that additional resources need to be added to the server so that performance of the server can be maintained consistently.

6.3 Comparison Reports

Apart from individual measure and summary reports, the eG Reporter also offers **Comparison Reports**. Comparison reports enable users to compare, correlate, and analyze across a wide variety of performance metrics generated by the monitored environment, so as to facilitate quick and accurate root-cause identification.

eG offers three types of Comparison reports, namely, Components, Tests, and Top-N.

6.3.1 Comparison Reports - Components

The **Comparison Reports - Components** report allows administrators to compare statistics pertaining to selected components. For example, consider an environment comprising of a Web server supported by an Oracle server, Ldap server, and a Dns server (see Figure 6.15).

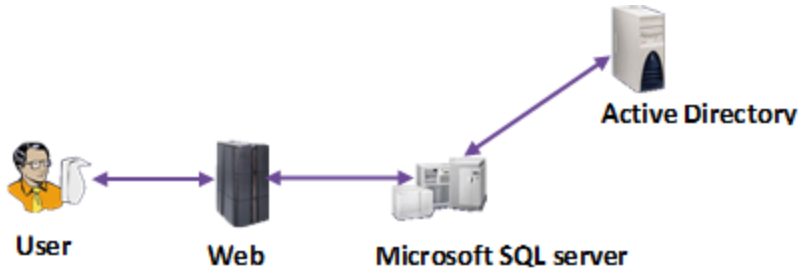


Figure 6.15: A sample environment

Say that the web server in Figure 6.15 hosts a web site that depends upon the Microsoft SQL server for storage and recovery of critical data. The Microsoft SQL server uses the Active Directory server for authenticating user accesses.

Assume that the user accessing the web site (on the web server) begins to experience a marked deterioration in the responsiveness of the site. An increase in the response time of a web site could be caused by either/all of the following reasons:

- A network delay between the web server and the user
- A problem in the response time of one/all of the other servers (Microsoft SQL, Active Directory) that the web server relies on.

A comparison report provides an easy way of comparing the response times of each application.

To generate a comparison report for the above-mentioned scenario, do the following:

1. Select the **Components** option from the **Comparison Reports** sub node of the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.

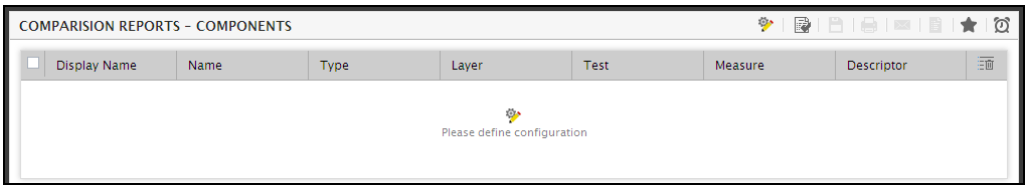


Figure 6.16: Generating a Comparison Reports - Components report

2. 6.3.1 will then appear. Click on the **Please define configuration** to specify the criteria for generating the comparison reports.

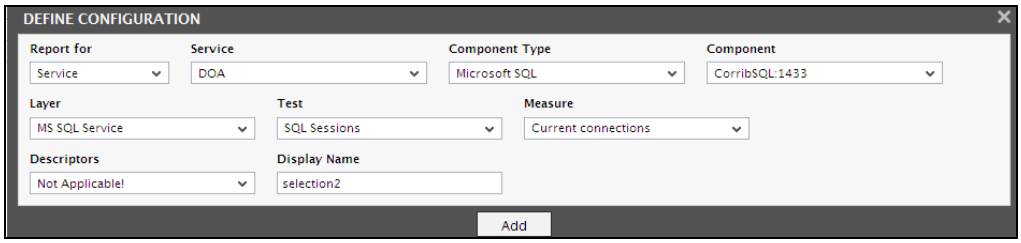


Figure 6.17: Defining the configuration for generating the Comparison report

3. When Figure 6.17 appears, first, select a filter criterion from the Report for list box. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the Component list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a Report for list that consists of a variety of filter options. By default, the Component option is chosen from this list - this indicates that all the managed components of a chosen type will be available for selection in the Component list by default. In addition to this, the Report for list provides the following filter options as well:

- **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the Report for list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **Component type** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report for** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **Component type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report for** list. To include sub-zones also in your search for components, set the **Include SubZones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **Component type** list with the types of components that are part of the chosen zone. If you select a component type from the **Component type** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection. If there are too many components in the list to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

4. In the case of our example, the components to be compared are part of a web site service. Therefore, from the **Report for** list, select **Service** as the basis for comparison. Doing so populates the **Service** list in Figure 6.17 with the complete list of fully configured services in the environment. From this list, select the service for which the comparison report is to be generated.

5. The **Component** list in Figure 6.17 will then be populated with the components that are involved in the delivery of the chosen **Service**. Pick the component that is a candidate for the comparison from this list.
6. The **Layer** list box (see Figure 6.17) will now display the layers that are part of the layer model of the chosen component. From this list, select the **Layer** for which a graph is to be generated.
7. Upon selection of a layer, the **Test** list box (see Figure 6.17) will display the tests associated with that layer. Select the **Test** that generates the measure for which a graph is to be generated.
8. All the measures that will be generated by the selected test will then appear in the **Measure** list box (see Figure 6.17). From this list, pick the **Measure** that is to be included in the comparison report.
9. If the chosen test consists of descriptors, then the same will be listed in the **Descriptors** list box. Select the descriptor that needs to be included for comparison.
10. If a meaningful name for the specification should be displayed on the graph, provide a **Display Name** here.
11. Now, add these specifications to the list box below by clicking the **Add** button (see Figure 6.17).
12. Similarly, add the specifications pertaining to all the measures that need to be compared and analyzed (see 6.3.1). In our example, to compare response times, add the response time measure related to the web server, AD server, and Oracle server, and the Average delay measure pertaining to the web server.

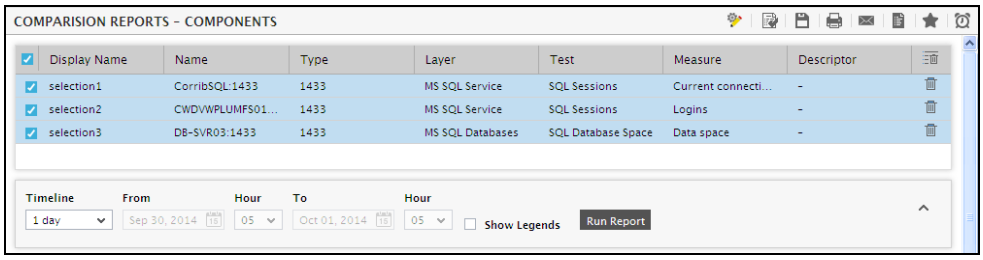


Figure 6.18: Adding the measures to be compared

13. If any of the added specifications need to be removed, click on the check box corresponding to the specification, and then click the button (see 6.3.1). If all the specifications are to be removed at one shot, simply select the check box before the **Display Name** column in 6.3.1. Then, click the **Remove** button.
14. Next, from the added measures, select the ones for which a comparison graph is to be generated by clicking on the relevant check boxes. Since all the added measures in our example need to be compared, select them all.

15. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

16. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the measures that are to be compared. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.19). The steps below discuss each of these settings and how they can be customized.

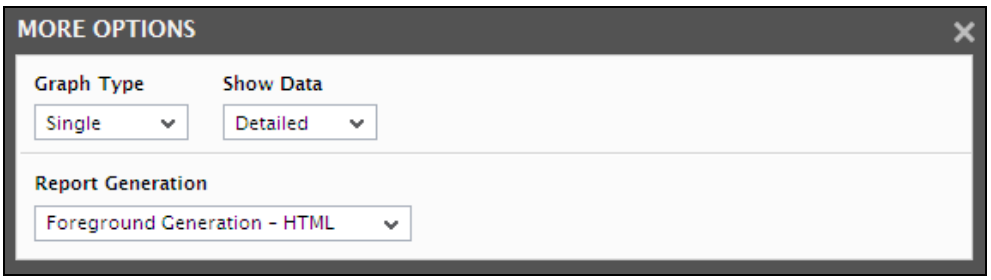


Figure 6.19: The default settings for generating the Comparison reports

17. From Figure 6.19, select the **Graph Type**. To view a single graph that plots the values of all the selected measures, select the **Single** option. If individual graphs for each of the selected measures need to be viewed, then, select the **Multiple** option (see Figure 6.19).

18. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 6.19. By default, the **Detailed** option is selected in Figure 6.19 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

    - Login to the eG administrative interface as 'admin'.
    - Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
    - From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

      Note:

      - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day. If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
      - The usage of **Detailed** test tables for generating reports, especially those that span

weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
- Specify the duration (in days) beyond which Detailed reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini** file. For instance, to make sure that **Detailed** reports are disallowed for a Timeline of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file. Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option
- To proceed with the **Trend** report generation, click on the **OK** button in the message box. To terminate **Trend** report generation, click the **Cancel** button.

19. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days

specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

20. Finally, click the **Run Report** button to generate the graph. If the **Graph Type** is set to **Single**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 6.20.

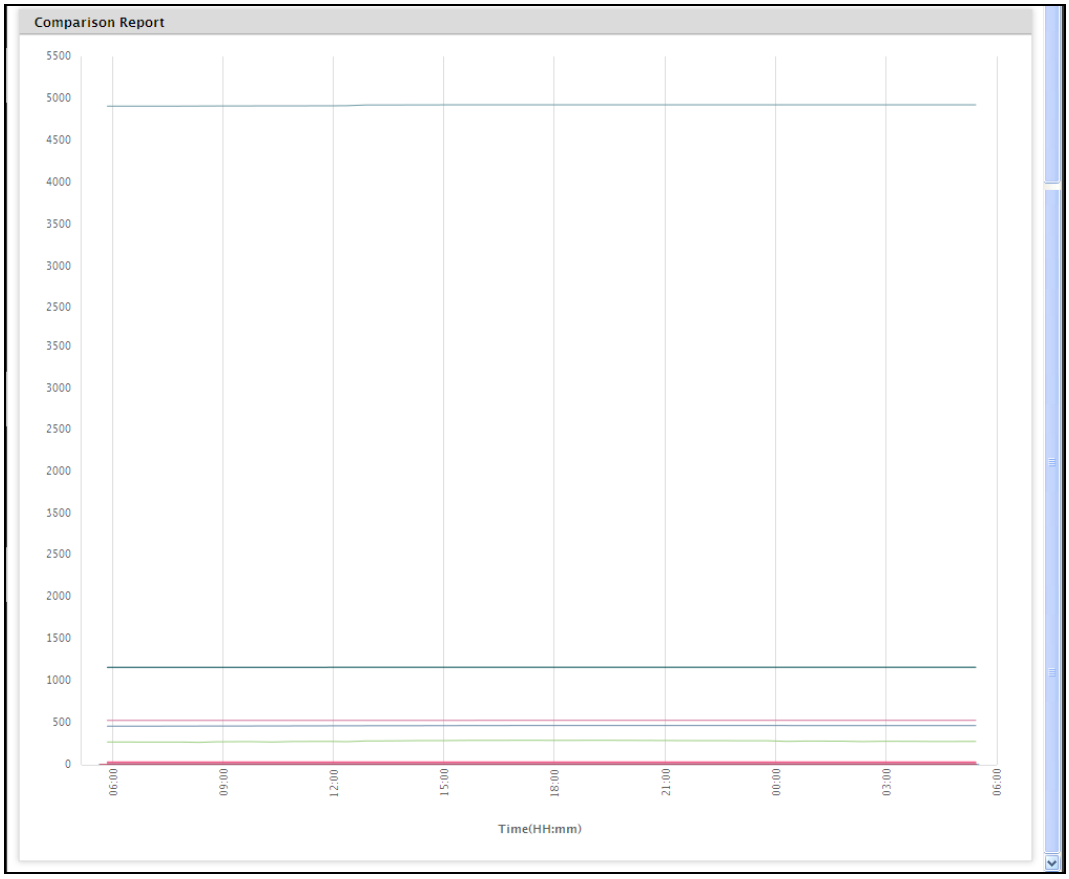


Figure 6.20: A single comparison graph

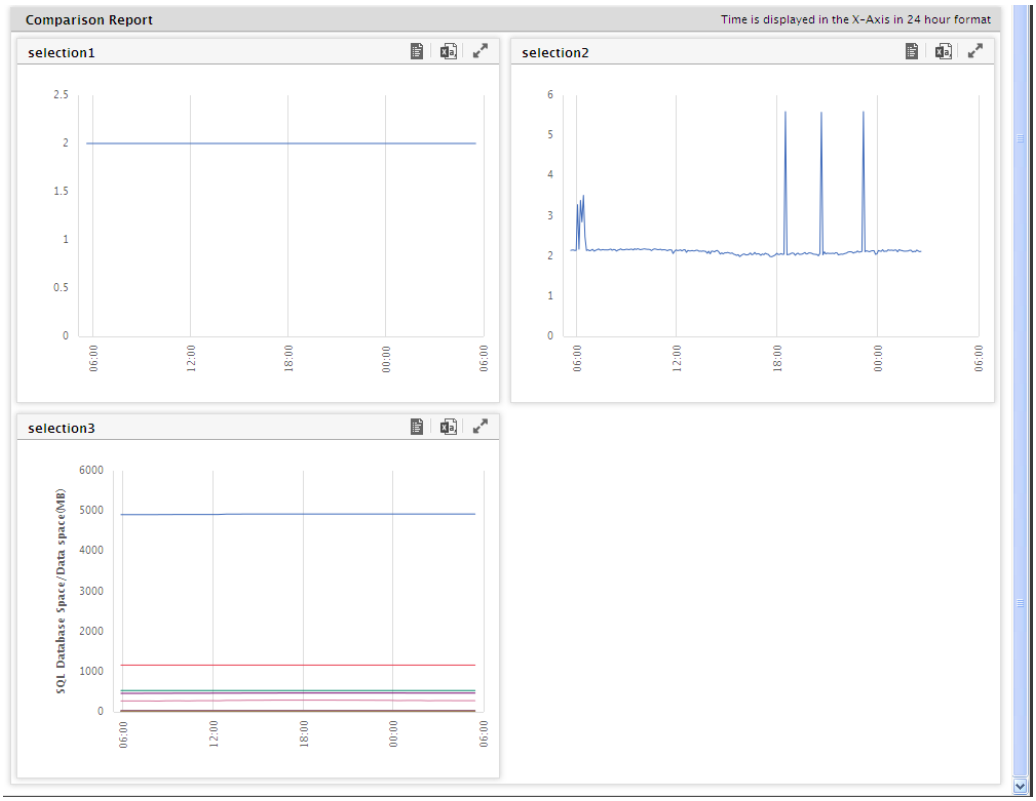


Figure 6.21: Graph for each of the measures chosen for comparison

21. Similarly, if the **Graphtype** chosen is **Multiple** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report button** will invoke Figure 6.21. Both the figures clearly illustrate that the problem is not with the network, but with the Oracle server. Note that the Oracle server's responsiveness has experienced quite a few surges during the specified **Timeline**. From Figure 6.20 and Figure 6.21, it is evident that the slow down in the Oracle server has only rippled to the web server, thereby affecting its performance.

22. With that, we have demonstrated how to generate a report comparing the responsiveness of the components involved in the delivery of a web site service. As stated earlier, besides service components, the comparison reports page can be used to compare independent components, segment components, and even, zone components. For instance, to compare independent components, select **Component** from the **Report for** list, select an independent **Component**, pick the **Layer**, **Test**, **Measure** and **Descriptor** (if applicable) to be compared, and click the **Add** button (see Figure 6.22). This way, multiple components can be chosen for comparison.

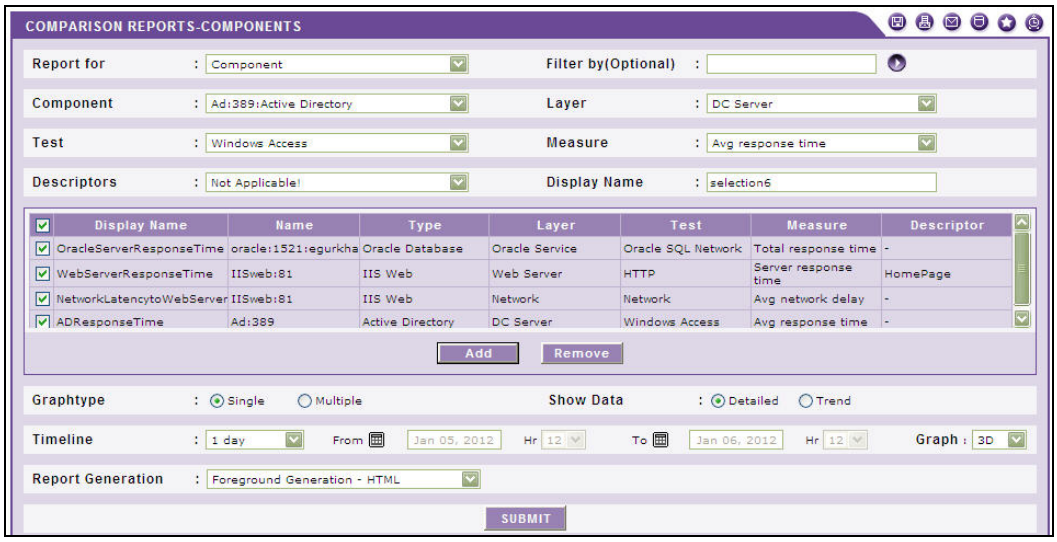


Figure 6.22: Choosing independent components for comparison

23. Similarly, to draw a performance comparison chart for segment components, select **Segment** from the **Report for** list, choose the **Segment** whose components are to be compared, select the segment **Component** that will participate in the comparative analysis, pick the **Layer**, **Test**, **Measure** and **Descriptor** (if applicable) to be compared, and click the **Add** button (see Figure 6.23). This way, multiple components from the same segment or across segments can be chosen for comparison.

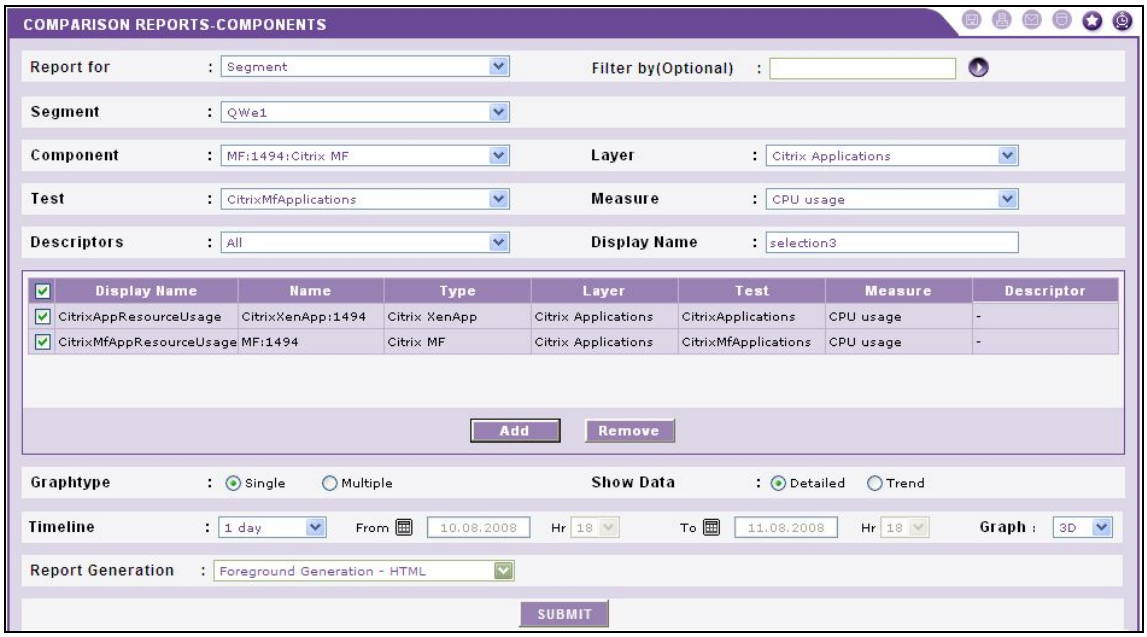


Figure 6.23: Choosing the segment components to be compared

24. Likewise, for comparing performance across a particular zone, select **Zone** from the **Report for** list, choose the **Zone**, select the zone **Component** that will participate in the comparison, pick the **Layer**, **Test**, **Measure** and **Descriptor** (if applicable) to be compared, and click the **Add** button (see Figure 6.24). In the same manner, multiple components from the same zone or across zones can be chosen for comparison.

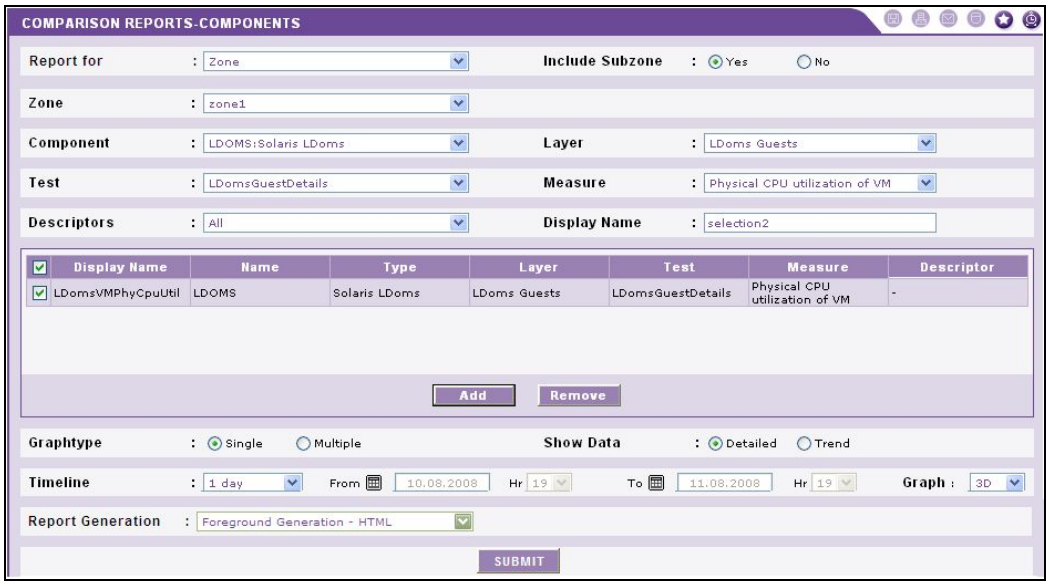


Figure 6.24: Choosing the zone components to be included in the comparison

25. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

6.3.2 Comparison Reports - Tests Report

The **Comparison Reports - Components** report is ideal if specific test results related to one or more components are chosen for comparison. The **Comparison Reports - Tests** report, on the other hand, can be used if the metrics collected by one test have to be plotted across multiple components. Such a report brings to light the best/worst candidates in a chosen performance area; more time and focus can then be reserved for the problem-prone components. For instance, using

this report, you can compare the CPU utilization of all monitored components in the environment and identify the most CPU-intensive component. The procedure for generating this report is as given below:

1. Select the **Tests** option from the **Comparison Reports** sub node of the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.

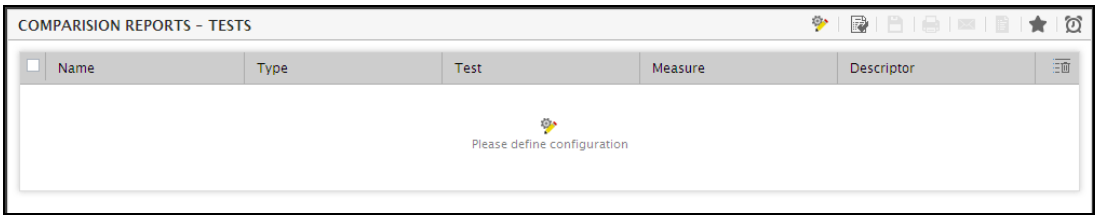


Figure 6.25: Generating the Comparison reports for tests

2. When 6.3.2 appears, click on the **Please define configuration** to specify the criteria for comparing the metrics across multiple components.

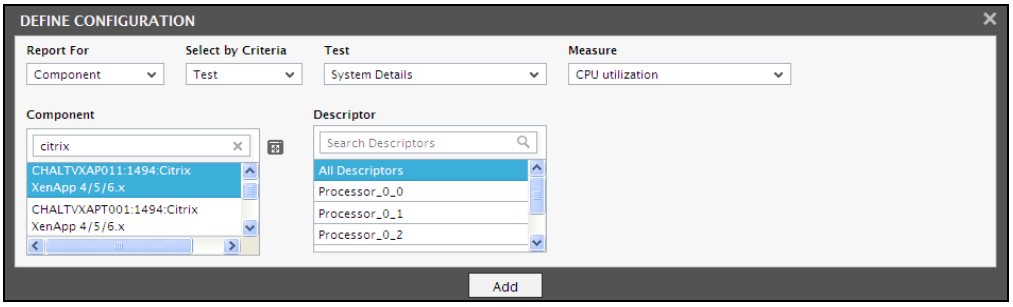


Figure 6.26: Specifying the criteria for Comparison Reports - Tests

3. From Figure 6.26, select a filter criterion from the **Report for** list box. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Component** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a Report for list that consists of a variety of filter options. By default, the **Component** option is chosen from this list - this indicates that all the managed components of a chosen type will be available for selection in the **Component** list by default. In addition to this, the **Report for** list provides the following filter options as well:

- **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the **Report for** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **Component type** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report for** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **Component type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report for** list. To include sub-zones also in your search for components, set the **Include SubZones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **Component type** list with the types of components that are part of the chosen zone. If you select a component type from the **Component type** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection. If there are too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

  Since our example seeks to compare the CPU usage of all managed components in the environment, select the **Component** option from the **Compare** list.

4. Next, you will need to choose between the **Metrics** and **Test** options from the **Select by Criteria**

list. If you select the **Test** option, you will be expected to select a **Test**, then the **Measure** to be compared. For our example therefore, you will first have to select System Details test, then choose the CPU utilization measure, and finally select all the components displayed in the **Component** list (see Figure 6.27).

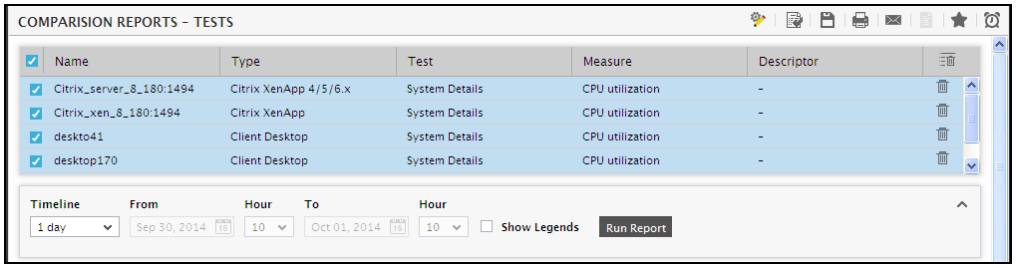


Figure 6.27: Selecting a Test, Measure, and Component for comparison

5. On the other hand, the **Metrics** option offers pre-defined test/measure combinations. When this option is chosen, you will see a pre-configured list of metrics displayed. Instead of selecting a specific **Test** and **Measure** as required by the **Test** option, you can simply select a performance parameter from the **Metrics** list, and then pick the components across which the parameter is to be compared. For our example therefore, you do not have to remember the test and measure that returns the desired CPU usage value; instead, just select the Server CPU utilization metric from the Metrics list, and select all the components from the **Component** list (see 6.3.2).

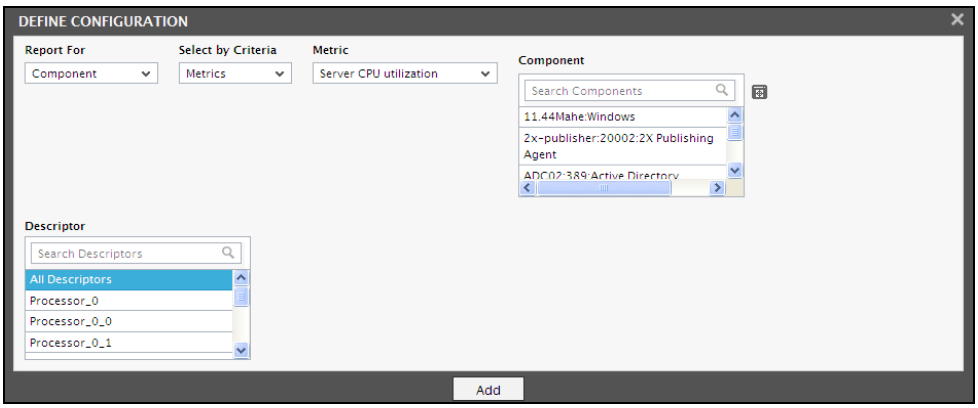


Figure 6.28: Selecting from a pre-defined list of metrics

6. By default, the **Metrics** list comes with a set of pre-configured parameters. You can expand the **Metrics** list by adding more performance parameters to it. To override the default **Metrics** list, edit the **eg_report.ini** file (in the <eg_install_dir>**\manager\config** directory), and add a new metric to the [report_templates] section therein, in the following format:

<DisplayName>=<InternalTestName>:<InternalMeasureName>

For example, to compare the availability of network connection to all the components in the infrastructure, do the following:

- First, determine the *Internal name* of the test and measure to be configured. For that, do the following:
  - Open the **eg_lang*.ini** file (from the <eg_install_dir>**\manager\config** directory), where * is the language code that represents the language preference that you have set using the user profile page. In this file, the component types, measure names, test names, layer names, measure descriptions, and a wide range of other display information are expressed in a particular language, and are mapped to their eG equivalents.
  - Now, search the **eg_lang*.ini** file for the test name of interest to you. In the case of our example, search for "Network".
  - Once it is found, determine which internal eG test it is mapped to. For instance, the eG equivalent of the "Network" test is "NetworkTest".
  - Similarly, you can also find the internal measure name that eG Enterprise uses for referring to the *Network availability* measure; by default, this will be *Availability*.
- Now that the eG internal names have been identified, proceed to configure the metric in the following manner:

  Network availability=NetworkTest:Availability

  The DisplayName, *Network availability*, will be added to the **Metrics** list of 6.3.2.

7. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Component** list. This will expand the **Component** list so that you can view almost all the components in a single interface and select the ones for which the report is to be generated.
8. If descriptors are relevant for the selected test/metric, a list of descriptors will be displayed in the **Descriptor** text box. You can select the descriptors for which reports are to be generated. If the **Descriptor** list consists of too many descriptors, then viewing all the descriptors and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Descriptor** list. This will expand the **Descriptor** list so that you can view almost all the descriptors in a single interface and select the ones for which the report is to be generated.

9. To add the specification, click on the **Add** button. A separate entry for every chosen **Component** is then added as shown in Figure 6.27. Similarly, details pertaining to multiple tests/metrics can be added to this list box. To remove a specification, simply click on the check box corresponding to the specification, and click the button.

10. Next, pick and choose the specifications that need to participate in the analysis by clicking on the check box corresponding to every specification. In our case, all the listed entries are to be compared. Therefore, just click on the topmost check box in the column of check boxes to automatically select all the specifications at one shot.

11. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

12. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the measures that are to be compared. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.29). The steps below discuss each of these settings and how they can be customized.

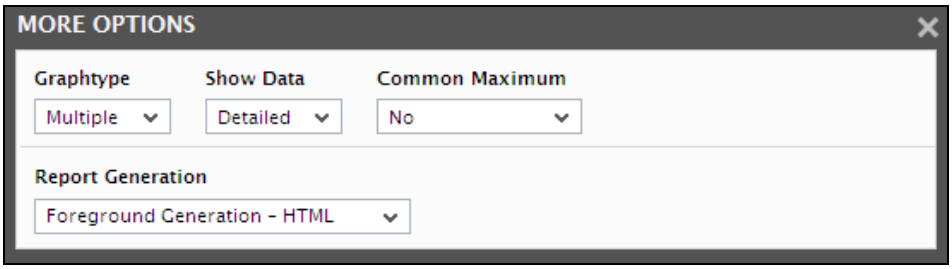


Figure 6.29: The default settings for generating a Comparison Reports - Tests

13. From Figure 6.29, select the **Graph Type** . To view a single graph that plots the values for all the selected components, select the Single option. If individual graphs for each of the selected components need to be viewed, then select the **Multiple** option (see Figure 6.29).

14. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 6.29. By default, the **Detailed** option is selected in Figure 6.29 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

    - Login to the eG administrative interface as 'admin'.
    - Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
    - From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not

appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

Note:

- A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
- If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
  - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
  - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
  - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

15. Typically, if the values of all the measures chosen for comparison are plotted in a single graph - i.e., if **Graph Type** is set to **Single** - then eG Enterprise automatically computes a maximum value for that graph based on the values reported by all the measures. However, if individual graphs are to be generated for each measure being compared - i.e., if **Graph Type** is set to **Multiple** - then, the maximum value will differ across graphs. This is because, in the case of the latter, by default, the maximum value for a graph is determined based on the values reported by a

single measure during a specified timeline. This is why, the **Common Maximum** flag is set to **No** by default, if **Graph Type** is **Multiple**. The key limitation of having a maximum value per graph is the absence of a common basis for comparison. For instance, if you are comparing disk space usage across partitions using multiple graphs, you may find that the graph for disk C, where usage has varied between 60-80%, will have 80 as the maximum value, and the graph for disk D, where usage has varied between 40-50%, will have 50 as the maximum value. A quick look at these graphs may not instantly reveal which disk partition is experiencing a space crunch, as there will be no single threshold for comparison. Therefore, to effectively compare across graphs, and to be able to accurately isolate performance issues, you can set a common maximum value for all graphs displayed in this page. To achieve this, you need to set the **Common Maximum** flag to **Yes**. This common maximum value can be auto-computed by eG Enterprise or can be user-configured. To auto-compute the maximum value, set the **Auto Maximum** flag to **Yes**. By default, the **Auto Maximum** flag is set to **No** and if you want to specify a value of your choice as the common maximum value across graphs, then, proceed to provide a specific value in the **Max Value** field.

16. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the

background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

17. Finally, click on the **Run Report** button to generate the report.
18. Graphs depicted by 6.3.2 will then appear.

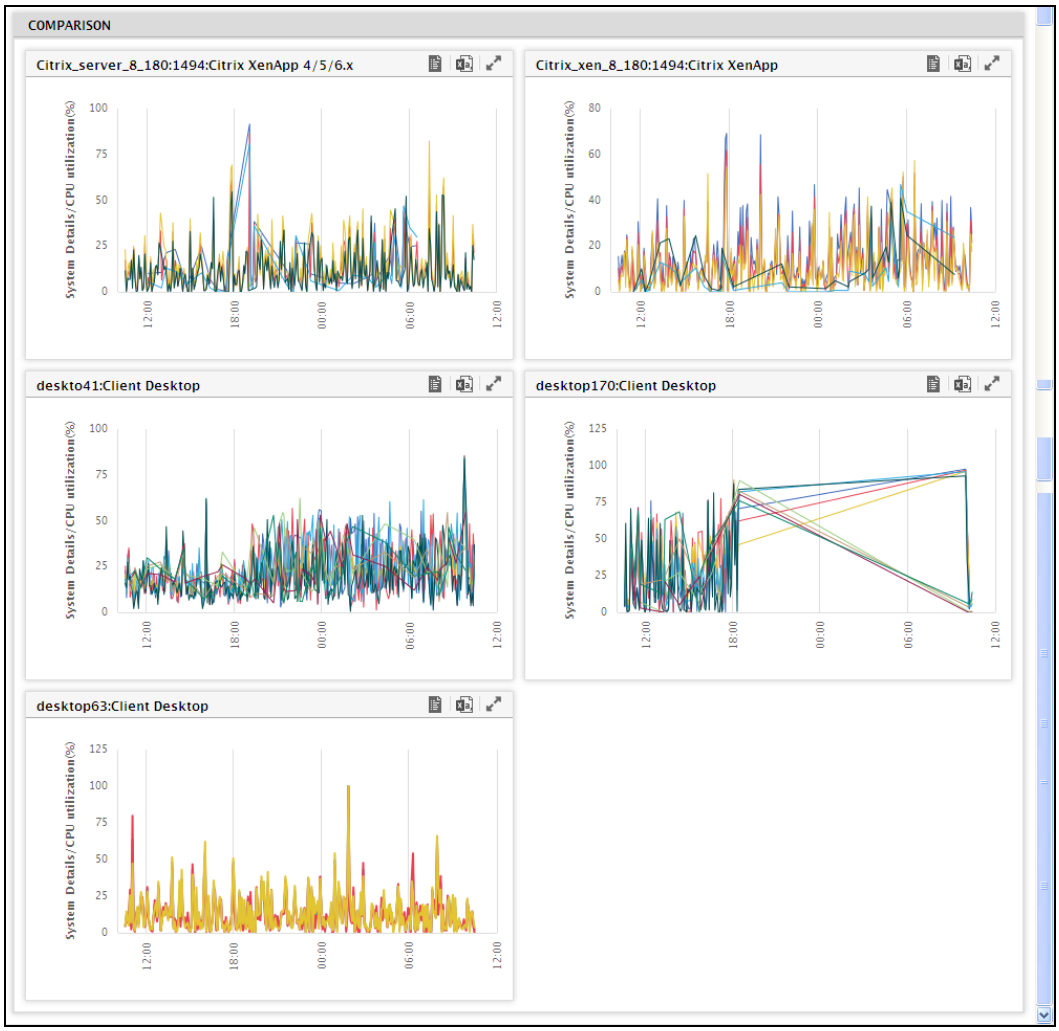


Figure 6.30: A comparison report displaying individual graphs for every chosen component

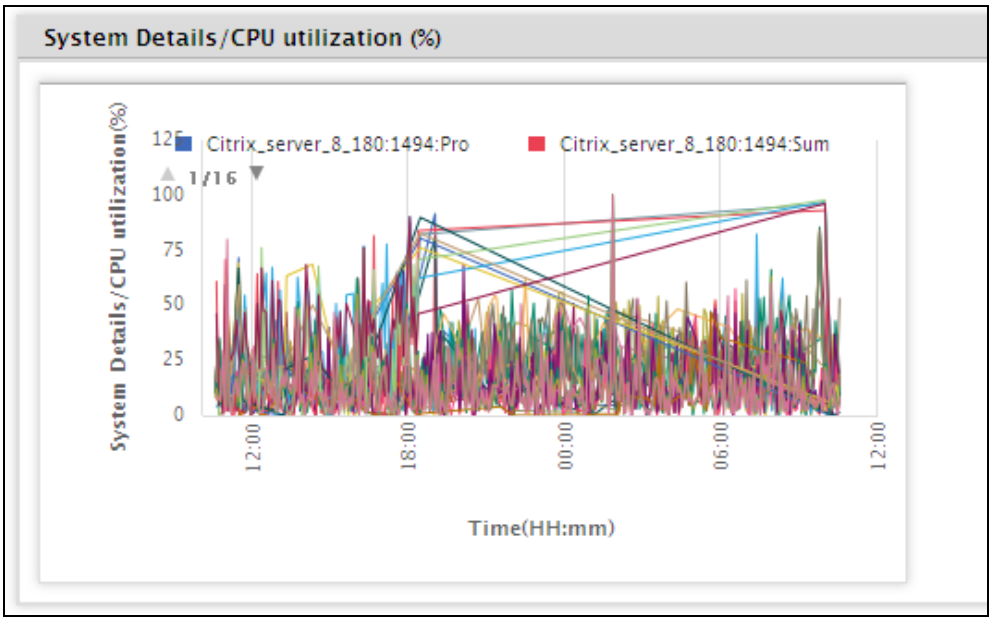


Figure 6.31: A single graph comparing the CPU utilization across components

19. The graph in 6.3.2 will appear if the **Graph Type** chosen is **Multiple**. The graph in Figure 6.31 will appear if the **Graph Type** chosen is **Single**.

6.4 Measurement Snapshot Reports

The **Measurement Snapshots** feature of the eG Reporter enables users to perform effective reactive analysis. Sometimes, while performing a routine monitoring exercise, some administrators might have become aware of a problem only after a few hours of its occurrence. In some other cases, administrators might want to know all that had transpired in the monitored environment during a brief period of their absence. The Measurement Snapshots report feature of the eG Reporter helps such administrators perform a post- mortem procedure on the monitored environment, analyze the state of the environment during the designated period, and diagnose the root-cause of problems that had existed during that period.

Unlike other reports offered by the eG Reporter, which represent information graphically, the **Measurement Snapshot Reports**, by default, provide the information as neatly tabulated data to enhance readability and understandability.

Measurement Snapshot reports are of two types, namely: **Components** and **Tests**.

6.4.1 Snapshot Reports - Component

If the **Analysis by Component** option is chosen, the user can generate and view key information pertaining to a single/multiple tests associated with a chosen component. For example, to know how effectively a Microsoft SQL server had performed during a particular period, do the following:

1. Select the **Analysis by Component** option from the **Measurement Snapshots Reports** sub node of the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 6.32 will then appear.
3. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a **Report For** list that consists of a variety of filter options. By default, the **Component** option is chosen from this list (see Figure 6.32) - this indicates that all the managed components of a chosen type will be available for selection in the **Component** list by default. In addition to this, the **Report For** list provides the following filter options as well:

   - **Service**: If the component for which a report is to be generated is involved in the delivery of a particular service, then pick this option from the **Report For** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **ComponentType** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Component** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
   - **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report For** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **ComponentType** list with the types of components that are part of the chosen segment. If you select a component type from the **ComponentType** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Component** list for selection. If there are still too many components in the list to choose

from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report For** list. To include sub-zones also in your search for components, set the **Include SubZones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **ComponentType** list with the types of components that are part of the chosen zone. If you select a component type from the **ComponentType** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection. If there are too many components in the list to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

4. To view the data pertaining to a Microsoft SQL server, select the component from the **Component** list box of Figure 6.32. If you have too many components to choose from, you can narrow your search further by using the **Filter by** text box. Specify the whole/part of the component name to search for in this text box, and click the right-arrow button next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

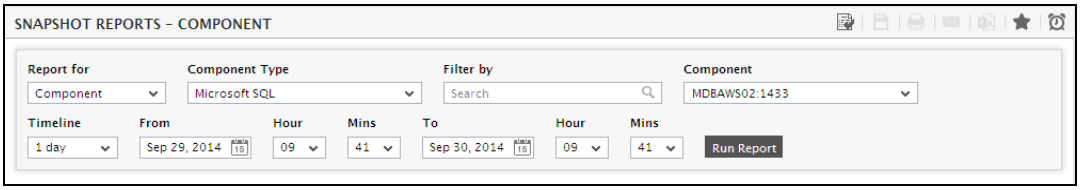


Figure 6.32: Generating a Snapshot report for a chosen component

5. Next, using the **Timeline** option, specify the period to which the snapshot report should pertain.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick a **Component**. However, if you want to view and then alter these settings (if required), click on the button. The **MORE OPTIONS** drop down window will then appear with the default settings as shown in Figure 6.33. The steps below discuss each of these settings and how they can be customized.

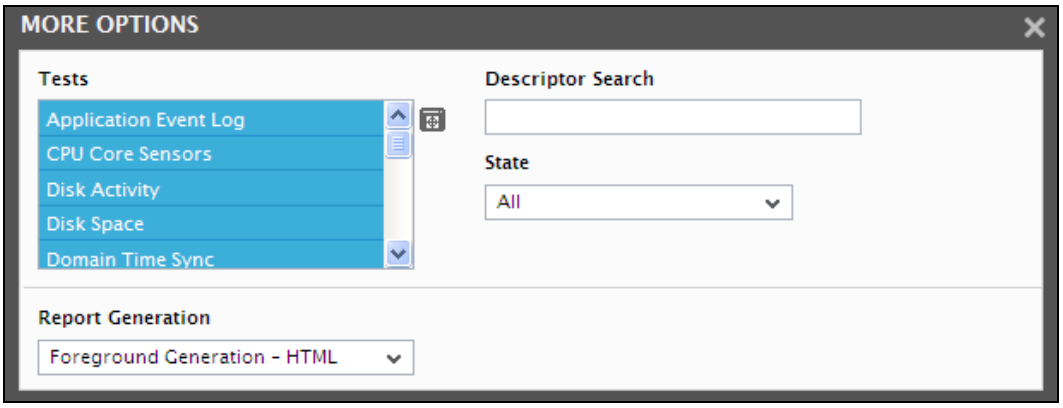


Figure 6.33: The default settings for generating a Snapshot report for a chosen component

7. Now, select the test/tests for which a snapshot report is to be generated. Since our example involves assessment of the overall performance of the chosen component, select all the tests from the **Tests** list (see Figure 6.33). If the **Tests** list consists of too many tests, then viewing all the tests and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Tests** list. This will expand the **Tests** list in the **Tests** pop up window (see Figure 6.34) using which you can view almost all the tests in a single interface and select the ones for which the report is to be generated.

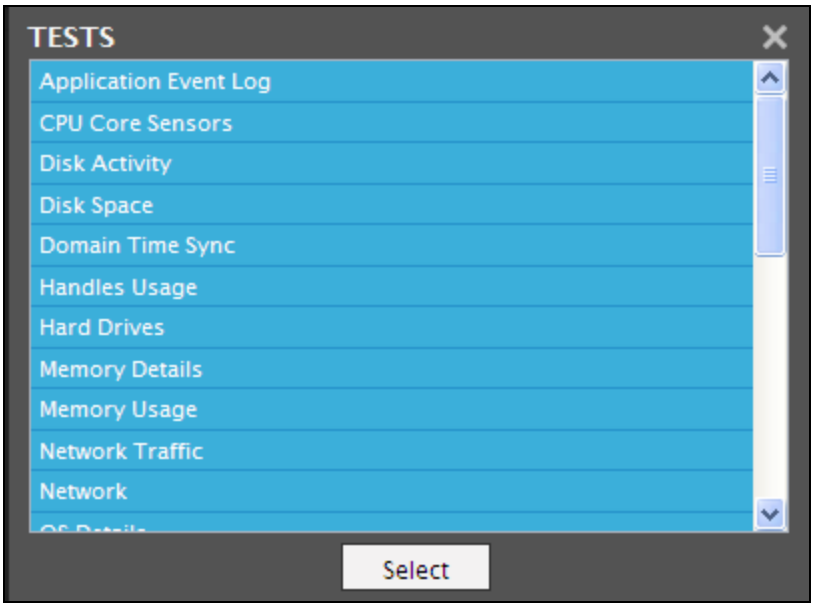


Figure 6.34: The Tests pop up window

8. If one/more of the chosen tests support descriptors, then, you can configure the snapshot report to display the historical information related to specific descriptors alone. For this, specify the whole/part of the descriptor name to search for in the **Descriptor Search** text box. The report in this case will display the historical measures of only those tests that support descriptors with names that embed the specified **Descriptor Search** string.
9. By default, the snapshot report displays all the metrics that were reported by the chosen tests during the given timeline, regardless of the state of the measures. This is why, the *All* option is chosen by default from the **State** list. If need be, you can have the report display the metrics of a particular state alone or a combination of states. For that, pick an option from the **State** list. The options provided by this list are as follows:
    - Critical & Major
    - Critical & Major & Minor
    - Critical
    - Major
    - Minor
    - Abnormal - if this option is chosen, then, measures that are of Critical, Major, Minor, and Unknown states will be displayed.

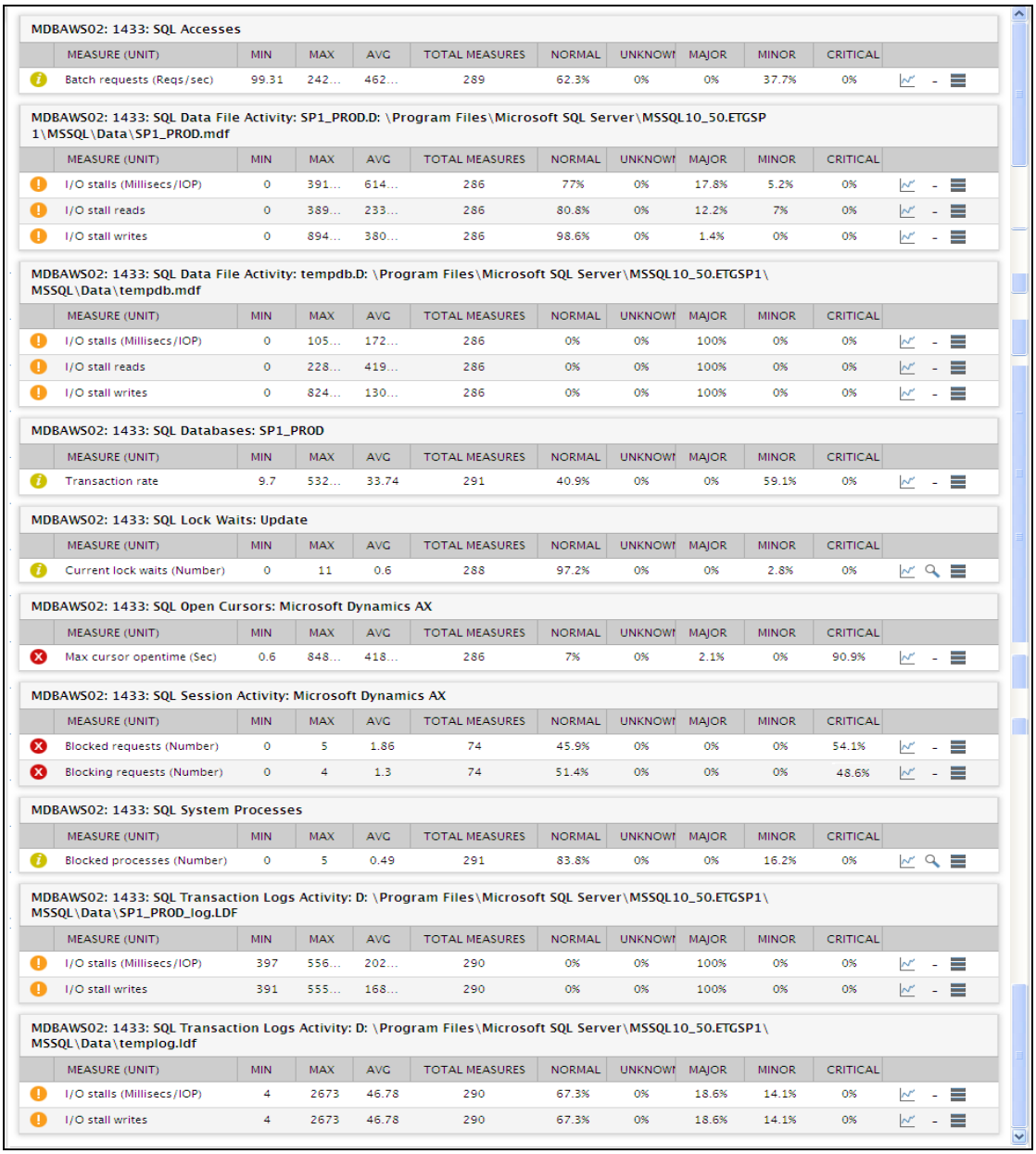
- Normal
- Unknown

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click on the **Run Report** button in Figure 6.32.
12. Figure 6.35 displays a snapshot report that focuses on only those measures that were in an **Abnormal** state during the chosen timeline.



MDBAWS02: 1433: SQL Accesses

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Batch requests (Reqs/sec)	99.31	242...	462...	289	62.3%	0%	0%	37.7%	0%

MDBAWS02: 1433: SQL Data File Activity: SP1_PROD.D: \Program Files\Microsoft SQL Server\MSSQL10_50.ETGSP1\MSSQL\Data\SP1_PROD.mdf

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
I/O stalls (Millisecs/IOP)	0	391...	614...	286	77%	0%	17.8%	5.2%	0%
I/O stall reads	0	389...	233...	286	80.8%	0%	12.2%	7%	0%
I/O stall writes	0	894...	380...	286	98.6%	0%	1.4%	0%	0%

MDBAWS02: 1433: SQL Data File Activity: tempdb.D: \Program Files\Microsoft SQL Server\MSSQL10_50.ETGSP1\MSSQL\Data\tempdb.mdf

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
I/O stalls (Millisecs/IOP)	0	105...	172...	286	0%	0%	100%	0%	0%
I/O stall reads	0	228...	419...	286	0%	0%	100%	0%	0%
I/O stall writes	0	824...	130...	286	0%	0%	100%	0%	0%

MDBAWS02: 1433: SQL Databases: SP1_PROD

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Transaction rate	9.7	532...	33.74	291	40.9%	0%	0%	59.1%	0%

MDBAWS02: 1433: SQL Lock Waits: Update

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Current lock waits (Number)	0	11	0.6	288	97.2%	0%	0%	2.8%	0%

MDBAWS02: 1433: SQL Open Cursors: Microsoft Dynamics AX

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Max cursor opentime (Sec)	0.6	848...	418...	286	7%	0%	2.1%	0%	90.9%

MDBAWS02: 1433: SQL Session Activity: Microsoft Dynamics AX

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Blocked requests (Number)	0	5	1.86	74	45.9%	0%	0%	0%	54.1%
Blocking requests (Number)	0	4	1.3	74	51.4%	0%	0%	0%	48.6%

MDBAWS02: 1433: SQL System Processes

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
Blocked processes (Number)	0	5	0.49	291	83.8%	0%	0%	16.2%	0%

MDBAWS02: 1433: SQL Transaction Logs Activity: D: \Program Files\Microsoft SQL Server\MSSQL10_50.ETGSP1\MSSQL\Data\SP1_PROD_log.LDF

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
I/O stalls (Millisecs/IOP)	397	556...	202...	290	0%	0%	100%	0%	0%
I/O stall writes	391	555...	168...	290	0%	0%	100%	0%	0%

MDBAWS02: 1433: SQL Transaction Logs Activity: D: \Program Files\Microsoft SQL Server\MSSQL10_50.ETGSP1\MSSQL\Data\templog.ldf

MEASURE (UNIT)	MIN	MAX	AVG	TOTAL MEASURES	NORMAL	UNKNOWN	MAJOR	MINOR	CRITICAL
I/O stalls (Millisecs/IOP)	4	2673	46.78	290	67.3%	0%	18.6%	14.1%	0%
I/O stall writes	4	2673	46.78	290	67.3%	0%	18.6%	14.1%	0%

Figure 6.35: The Snapshot report of a chosen component displaying metrics of an Abnormal state

13. If the **Report Generation** mode is set to **Foreground Generation -** html, then critical information pertaining to each of the tests executing on the Microsft SQL server will then appear (see Figure 6.35). Such information includes:

    - The Measure name
    - A low watermark of the measure during the specified period
    - A high watermark of the measure during the specified period

- The average measure value
- The total number of measurements
- The percentage of normal, critical, major, minor, and unknown measurements during the specified period

14. The measure name will be prefixed by an indicator of the state of the measure during the specified period. The state can be: Critical, Major, Minor, Normal, and Unknown. eG Enterprise determines the state of a measure during the given period, by applying the following norms:

    - If the **Critical %** of the measure is greater than 0, then the state of the measure is **Critical** ( ).
    - If the **Critical %** of the measure is 0, but the **Major %** is greater than 0, then the state of the measure is **Major** ( ).
    - If the **Critical** and **Major** percentages are 0, but the **Minor %** is greater than 0, then the state of the measure is **Minor** ( ).
    - If the **Critical**, **Major**, and **Minor** percentages are 0, but the **Unknown %** is greater than 50, then the state of the measure is **Unknown** ( )
    - If the **Normal %** is 100%, then the state of the measure is **Normal** ( ).

    For example, take the case of the **Max Cursor opentime**measure of the **SQL Open Cursors** in Figure 6.35 above. In this case, note that though the **Normal %** of the measureis 7%, the state of the measure is **Critical**. This is because, the **Critical %** of the measure is 90.9 (which is greater than 0).

15. Clicking on the button against a measure will invoke a graph of the measure for the stated period.
16. Similarly, clicking on the **Data** button will provide the values that have been plotted on the graph. Here, values that have violated the set thresholds will be highlighted. While a value that has fallen below the threshold will be accompanied by a down arrow icon, the value that has exceeded the threshold will be accompanied by an up arrow icon.
17. Clicking on the icon against a measure will provide you with detailed measures, which throw more light on the indicated problem condition.
18. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that

lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

6.4.2 Snapshot Reports - Test Report

The **Analysis by Test** option allows users to view the information pertaining to a single/multiple components on which a particular test executes. For example, to assess the availability and resource usage of critical host-level processes across the environment, do the following:

1. Select the **Analysis by Test** option from the **Measurement Snapshots Report** sub node of the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 6.36 will then appear.

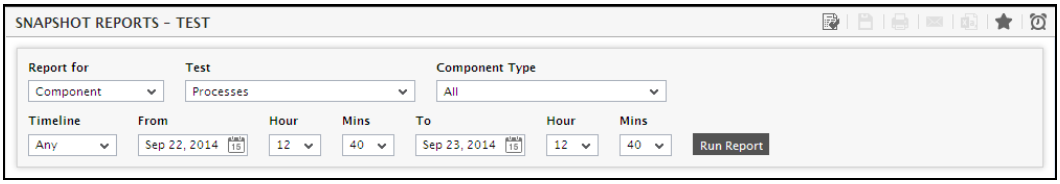


Figure 6.36: Generating a Snapshot report for a chosen test

3. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a **Report For** list that consists of a variety of filter options. By default, the **Component** option is chosen from this list (see Figure 6.36) - this indicates that all the managed components of a chosen type will be available for selection in the **Components** list by default. In addition to this, the **Report For** list provides the following filter options as well:

   - **Service**: If the component for which a report is to be generated is involved in the delivery of a particular service, then pick this option from the **Report For** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **ComponentType** list in this page. Once you

pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list (see Figure 8.6). If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report For** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **Component Type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection (see Figure 6.37). If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Zone**: If the components for which a report is to be generated is part of a zone, pick the **Zone** option from the **Report For** list. To include sub-zones also in your search for components, set the **Include SubZones** flag to **Yes**. Then, select the zone of interest to you from the **Zone** list. This will populate the **ComponentType** list with the types of components that are part of the chosen zone. If you select a component type from the **ComponentType** list, then, all components of that type, which are part of the chosen zone, will be displayed in the **Components** list for selection (See Figure 8.6). If there are too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

4. To view the data pertaining to process performance across component types, select **Processes** from the **Tests** list box of Figure 6.38 and select the **All** option from the **ComponentType** list.
5. Next, using the **Timeline** option, specify the period to which the snapshot report should pertain.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the

Timeline list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick a **Component Type**. However, if you want to view and then alter these settings (if required), click on the button. The **MORE OPTIONS** drop down window will then appear with the default settings as shown in Figure 6.37. The steps below discuss each of these settings and how they can be customized.

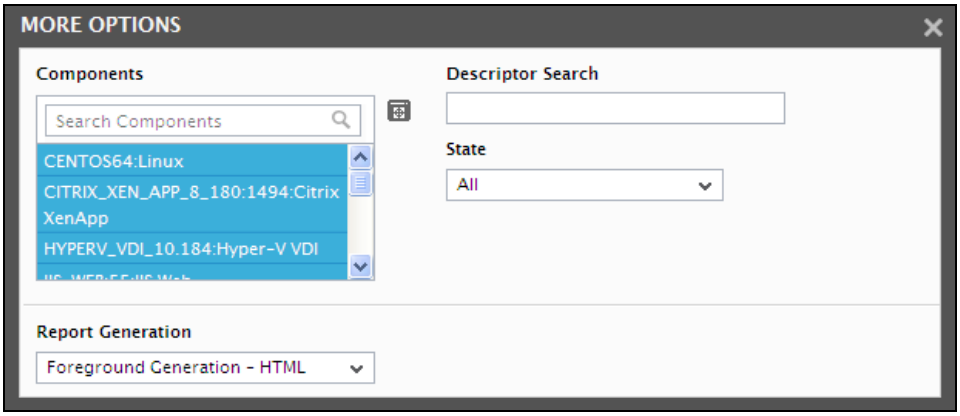


Figure 6.37: The default settings for generating a snapshot report for a chosen test

7. Select the **Components** for which the **Processes** test information is required (see Figure 6.37). If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

8. By default, the snapshot report displays all the metrics that were reported by the chosen test during the given timeline, regardless of the state of the measures. This is why, the *All* option is chosen by default from the **State** list. If need be, you can have the report display the metrics of a particular state alone or a combination of states. For that, pick any other option from the **State** list. The options provided by this list are as follows:

   - Critical & Major
   - Critical & Major & Minor
   - Critical
   - Major
   - Minor
   - Abnormal - if this option is chosen, then, measures that are of Critical, Major, Minor, and Unknown states will be displayed.
   - Normal
   - Unknown

9. Figure 6.38 displays a snapshot report that focuses on only those measures that were of a **Critical** state during the chosen timeline.

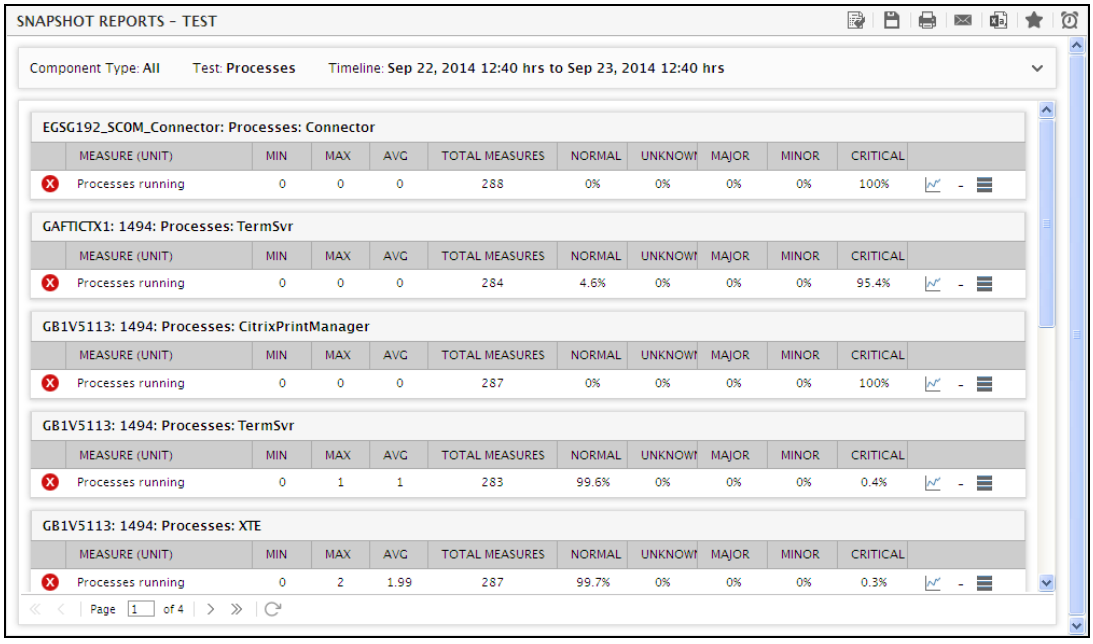


Figure 6.38: The Tests Snapshot report displaying metrics in the Critical state alone

10. You can optionally configure the snapshot report to display the historical information related to specific descriptors alone. For this, specify the whole/part of the descriptor name to search for in the **Descriptor Search** text box (see Figure 6.37). The report in this case will display the historical measures of only those descriptors with names that embed the specified **Descriptor Search** string.
11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
12. Finally, click on the **Run Report** button in Figure 6.36.
13. If the **Report Generation** mode is set to f**oreground Generation -** html, then, clicking on the **Run Report** button will reveal Figure 6.39.

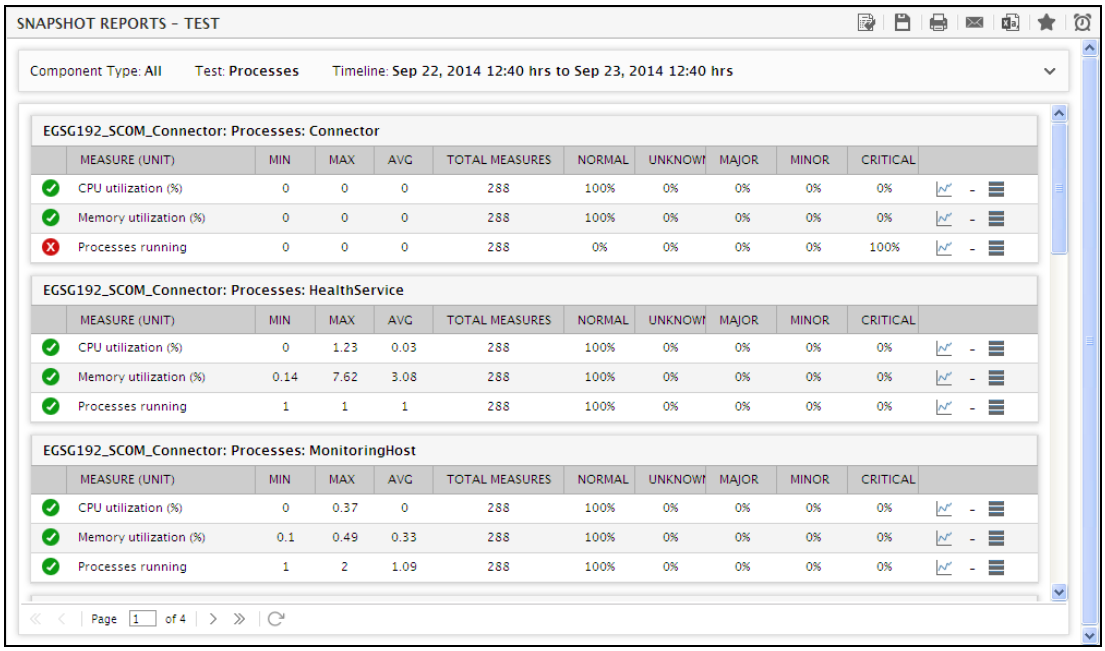


Figure 6.39: The Snapshot Report for a chosen test

14. The critical information pertaining to the **Processes test** of each of the selected components will then appear (see Figure 6.39). Such information includes

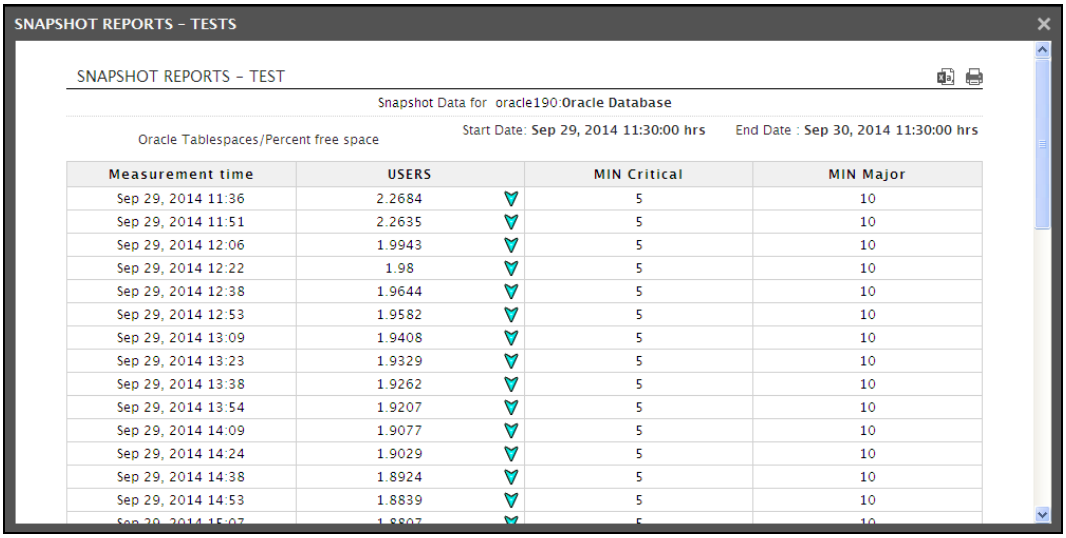
    - The Measure name
    - A low watermark of the measure during the specified period
    - A high watermark of the measure during the specified period
    - The average measure value
    - The total number of measurements
    - The percentage of normal, critical, major, minor, and unknown measurements during the specified period

15. The measure name will be prefixed by an indicator of the state of the measure during the specified period. The state can be: Critical, Major, Minor, Normal, and Unknown. eG Enterprise determines the state of a measure during the given period, by applying the following norms:

    - If the **Critical %** of the measure is greater than 0, then the state of the measure is **Critical** ( ).
    - If the **Critical %** of the measure is 0, but the **Major %** is greater than 0, then the state of the measure is **Major** ( ).

- If the **Critical** and **Major** percentages are 0, but the **Minor %** is greater than 0, then the state of the measure is **Minor** ( ).
- If the **Critical**, **Major**, and **Minor** percentages are 0, but the **Unknown %** is greater than 50, then the state of the measure is **Unknown** ( ).
- If the **Normal %** is 100%, then the state of the measure is **Normal** ( ).

16. Clicking on the button against a measure will invoke a graph of the measure for the stated period.
17. Similarly, clicking on the **Data** button against a measure will provide the values that have been plotted on the graph. Here, values that have violated the set thresholds will be highlighted. While a value that has fallen below the threshold will be accompanied by a down arrow icon, the value that has exceeded the threshold will be accompanied by an up arrow icon (see Figure 6.40).



Measurement time	USERS	MIN Critical	MIN Major
Sep 29, 2014 11:36	2.2684	5	10
Sep 29, 2014 11:51	2.2635	5	10
Sep 29, 2014 12:06	1.9943	5	10
Sep 29, 2014 12:22	1.98	5	10
Sep 29, 2014 12:38	1.9644	5	10
Sep 29, 2014 12:53	1.9582	5	10
Sep 29, 2014 13:09	1.9408	5	10
Sep 29, 2014 13:23	1.9329	5	10
Sep 29, 2014 13:38	1.9262	5	10
Sep 29, 2014 13:54	1.9207	5	10
Sep 29, 2014 14:09	1.9077	5	10
Sep 29, 2014 14:24	1.9029	5	10
Sep 29, 2014 14:38	1.8924	5	10
Sep 29, 2014 14:53	1.8839	5	10

Figure 6.40: Snapshot Data

18. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Note:

Snapshot reports (both **Components** and **Tests**) perform state computations using the metrics reported by the tests during the chosen period.

6.5 Zone Performance Report

In order to simplify the management of large environments, eG Enterprise allows **Zone** definitions, where every **Zone** can typically comprise of individual components, segments, services, or even other zones. In large zones that consist of tens of thousands of servers, it is very difficult for administrators to focus on the performance of individual servers - a zone-wide overview of performance is hence desired. Therefore, to enable administrators to evaluate the performance of specific component-types that constitute the zone, the suite provides **Zone Performance Report**. This report, by default, reveals the average performance of the component-type as a whole (e.g., all Oracle databases), and also the average performance of the individual components of the chosen type. Besides indicating the health of the component-type, this report enables administrators to instantly identify the component(s) that serves as the root-cause of the problems (if any) with the type. Moreover, the metrics to be displayed in the report and the functions to be executed on them, are configurable. Administrators thus have the flexibility to configure the critical performance areas alone for monitoring.

To generate a **Zone Performance Report**, do the following:

1. Select the **Zone Performance** option from the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 6.41 will then appear. To monitor a particular type of component that belongs to a zone, select the **Zone** to which the components of that type have been added.

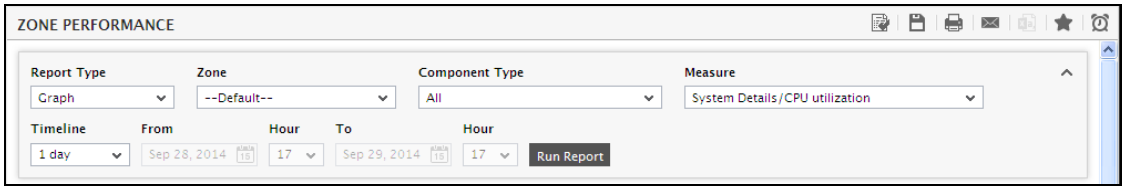


Figure 6.41: Generating a Consolidated Zone Report

Note:

If no zones pre-exist, then you can use the **Default** zone that is automatically created by eG Enterprise. This zone includes all the independent components in the environment.

3. All the component-types that have been added to the chosen zone will then be listed in the **Component Type** list. For a report on a particular component-type, select the type from the list. To generate a report for all component-types, pick the **All** option.
4. Next, choose a **Report Type** (**Graph** or **Data**). The default **Report Type** is **Graph**. To closely observe and clearly understand the behavior of a single performance parameter across a component-type, you can plot a single measure's data alone in a **Graph** report.
5. If the **Report Type** is **Graph**, a **Measure** list box will appear, containing the complete list of measures that you have configured for the report. From this list, pick the Measure for which a graph is to be generated (see Figure 6.41).
6. Then, select the period (**Timeline**) for which the graph is to be generated. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure** (in case of a **Graph** report). However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.42). The steps below discuss each of these settings and how they can be customized.

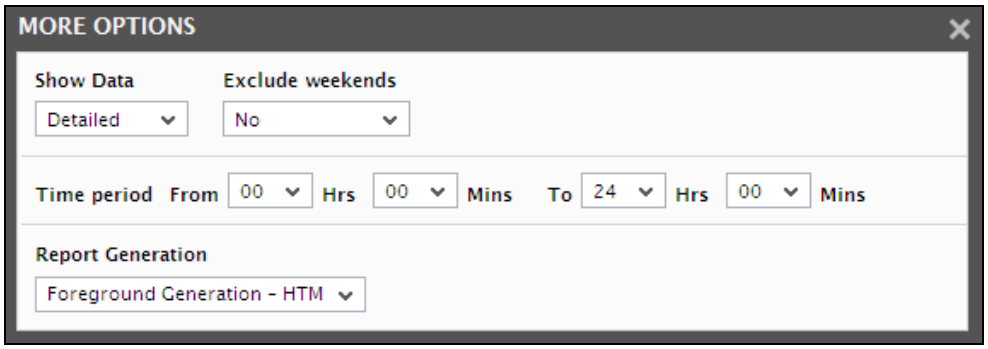


Figure 6.42: The default settings for generating the Zone Performance report

8. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 6.42. By default, the **Detailed** option is selected in Figure 6.42 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

   - Login to the eG administrative interface as 'admin'.
   - Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
   - From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

Note:

- A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
- If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini** file.
  - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
  - Say, subsequently, you attempt to generate a **Detailed** report for a **Fixed Timeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **Any Timeline** that runs over 14 days, then, upon clicking the **Run Report button** to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
  - To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **CANCEL** button.

9. Next, specify the start time and end time for report generation against the **Time period** field.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

Note:

The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section **3.4** of this manual.

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    You can configure the days of the week that need to be considered as a 'weekend' using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

11. Besides a pie chart, the report of type **Graph** will also invoke a comparative bar graph. This bar graph will, by default, reveal the top - 10 components (of a particular type or across all types) in the selected **Zone** in terms of the **Measure** chosen. This is why, the **Show** list is set to **Top-10** by default. You can however view any number of top/bottom players in a particular performance area by picking any top or last option from the **Show** list.

    Note:

    By default, the values displayed in the **Show** list range from top-10 to Last-10. This is because, the **Showtop** parameter in the [infos] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to 10, by default. You can, if required, configure the **Show** list to display a different range of options. For this, specify a different number against the **Showtop** parameter, and save the **eg_report.ini** file.

12. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click on the Run Report button to generate the report.
14. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 6.43, which will reveal the following:

    - A distribution pie chart that reveals the number of components in different distribution ranges (see Figure 6.43). The distribution ranges are obtained based on the first of the configured functions for the chosen **Measure**. For instance, assume that *CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of *CPU utilization* in the zone performance report. Typically, both these configured values will appear only in a **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *CPU utilization* - alone is calculated for every component of the chosen component-type. The resulting pie chart enables administrators to deduce at a single glance, the number of components in which CPU utilization has been highest. Clicking on a particular slice in the pie

chart lists the components that fall within the value range represented by that slice (see Figure 6.44). Against every component name, the actual values for each of the configured functions (both *Avg* and *Max*, in our example), and also the **Health %** of each of the components will be displayed. A zone-level **Summary** of the chosen **Measure** and the **Normal %** will also be available.

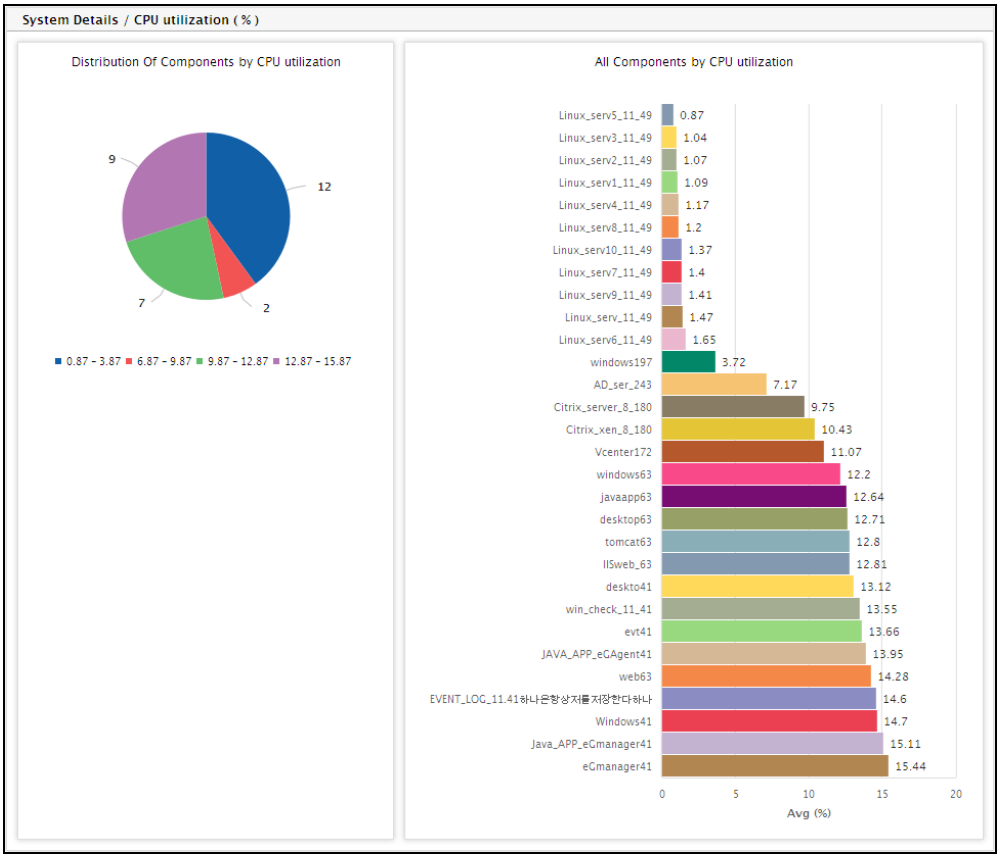


Figure 6.43: A graphical Zone Performance report

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the **[ZONE_REPORT]** section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [zone_report] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

Zone Performance

Consolidated Data for --Default--

Measure : System Details/CPU utilization Start Date: Sep 28, 2014 17:45 End Date: Sep 29, 2014 17:45

Zone report - --Default-- : Citrix XenApp				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	Citrix_xen_8_180:1494	10.43	71.14	0.0

Zone report - --Default-- : Client Desktop				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	desktop63	12.4	42.96	99.45

Zone report - --Default-- : IIS Web				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	IISweb_63:80	12.5	74.03	0.0

Zone report - --Default-- : Java Application				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	javaapp63:8080	12.33	74.03	0.0

Zone report - --Default-- : Tomcat				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	tomcat63:8080	12.5	74.03	0.0

Zone report - --Default-- : VMware vCenter				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	Vcenter172	11.07	53.08	1.0

Zone report - --Default-- : Windows				
Range	Server	CPU util		Health %
		Avg	Max	
9.87-12.87	windows63	11.89	45.38	0.0

Figure 6.44: A list of components with *CPU utilization in* a given range

- Adjacent to the pie chart, you will find a bar chart that indicates the components that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *CPU utilization* measure, this bar chart reveals the components that are the top CPU-consumers. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**. Clicking on the bar corresponding to a server name results in a **Server Report** (see Figure

6.45) that enables you to focus on the performance of that server.

Server Report for windows63:Windows

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	11.8091	45.385	0.0006	
Free memory (MB)	881.0246	1133.1563	730.582	
Scan rate (Pages/sec)	92.1485	4688.184	0	
Disk read time (Secs)	0.0002	0.0142	0	
Disk write time (Secs)	0.0005	0.0074	0	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0013	0.0018	0.0006	
TCP retransmit ratio (%)	0.0476	0.1968	0.0274	
Num processes running (Number)	2	2	2	
Incoming traffic (Mbps)	0.0939	0.378	0.0314	
Outgoing traffic (Mbps)	0.0566	0.0985	0.0233	
Current connections (Number)	12	21	2	
Used space (MB)	28460.4687	36790.6094	19778.5117	

Figure 6.45: The server report that appears upon clicking on a bar chart

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[ZONE_REPORT]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.
- Finally, save the **eg_report.ini** file.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory. The **[ZONE_REPORT]** section of the file defines the 20 default colors of the distribution and bar charts:

```
[ZONE_REPORT]
```

```
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7
```

```

```

```
distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You can override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

15. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.

16. If the **Report Type** chosen is **Data** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke two tables providing the user- configured details (see 6.5) for the chosen component-type. By default, the **Summary** section of the report will display the average values of each of the configured measures across the farm. In the section providing per-server information though, eG Enterprise will display multiple values for a measure depending upon the number and type of functions that have been configured for the measure. For example, in 6.5, note that the second section displays both the *Avg* and *Max* values for the *Cpu util* measure, but only the *Avg* value for the *Disk busy* measure.

Report Type: **Data** Component Type: **Windows** Measure: **Disk Activity/Disk busy** Show Data: **Detailed** Exclude weekends: **No**

Time Period: **00:00 to 24:00** Timeline: **Sep 28, 2014 18:28 hrs to Sep 29, 2014 18:28 hrs**

Zone report - --Default-- : Windows

Server	CPU Util		Free Memory		Disk Busy	Network Availability	Tcp Connections	Health
	Avg	Max	Avg	Max	Avg	Avg	Avg	
Summary	**10.89**	-	**2256.5**	-	**3.42**	**74.49**	**26.5**	**14.43**
192.168.9.10	-	-	-	-	-	100	-	0.76
win_check_11_41	13.61	68.59	3727	5207.6	4.28	100	43	0.34
windows104	-	-	-	-	-	21.43	-	0.0
windows170	-	-	-	-	-	0	-	0.0
windows197	3.72	77.46	701.13	1142.3	3.52	100	10	99.51
Windows41	14.53	68.59	3717.7	5339.8	4.49	100	41	0.38
windows63	11.69	43.46	880.16	1133.2	1.41	100	12	0.0

Figure 6.46: The Zone Data Report

17. Besides the above-mentioned details, the **Data** report also contains a **Health %** column (see 6.5). This column indicates the percentage of time a particular server has been in the Normal state during the chosen timeline. If a server has remained the constant victim of problems during the specified time period, then this percentage will obviously be low. To drill down to the root-cause of the issues affecting the server, click on the corresponding **Health %** value. This will lead you to the Executive report of the problem server, which will reveal when and what type of problems were encountered by the server (see Figure 6.47).

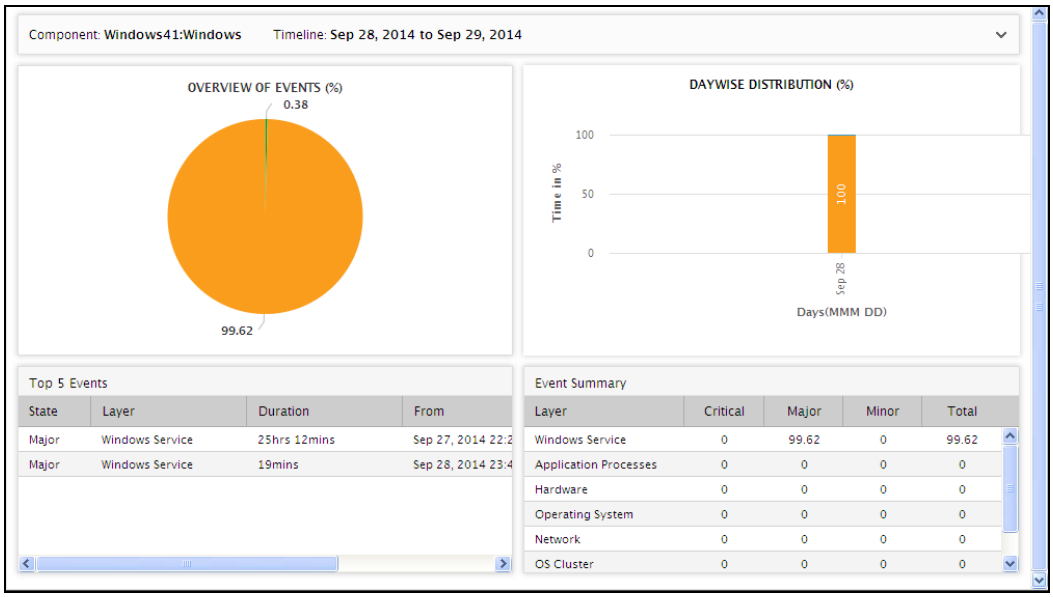


Figure 6.47: The Executive report of the problem server in the zone performance report

18. Also, to focus on the health of a particular server displayed in the Data report, click on the corresponding Server name in 6.5. The Server Report will then appear (see Figure 6.48).

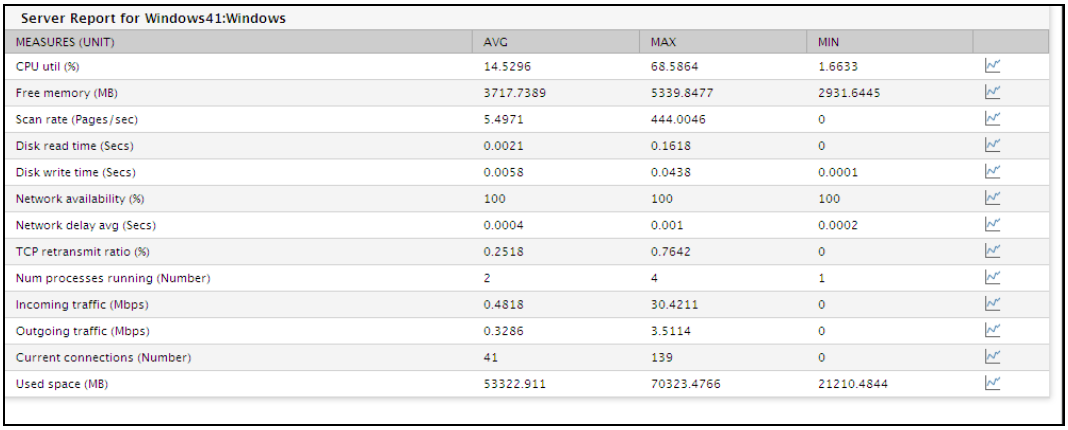


Figure 6.48: The server report that appears when a server in the Consolidated Zone Data Report is clicked

19. As stated earlier, you can configure the information that needs to appear in the zone report. To achieve this, you will have to access the consolidated measures page in the eG administrative interface. To access this page, do the following:

- Select the **Consolidated Reports** option from the **Reporter** option of the **Settings** tile in the eG administrative interface.
- In the **CONSOLIDATED REPORTS** page that appears, click on the **Configure metrics for specific component type** button.

- The **CONSOLIDATED MEASURES** page then appears. To know how to configure measures for a **Server Performance** report using this page, refer to Section **3.4** of this manual.

6.6 Services Health Report

Irrespective of whether a service is a web site or not, a user may want to view the resource usage (e.g., CPU, memory, disk utilization) and other key metrics about all the servers that support a specific service. The **Services Health** report addresses this requirement. From this report, a user only sees all the components that are specific to a chosen service, and can review performance metrics across all these components to identify any bottlenecks in the infrastructure.

Figure 6.49 shows a Services Health report.

Assume a case, where the users accessing a specific service experience slow responsiveness and increase in number of failed web transactions. In order to find out how well the service is performing, you need to have the reports that will highlight the resource utilization and other key metrics about the servers that support this service.

In order to generate this report, do the following:

1. Select the **Services Health** option from the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.

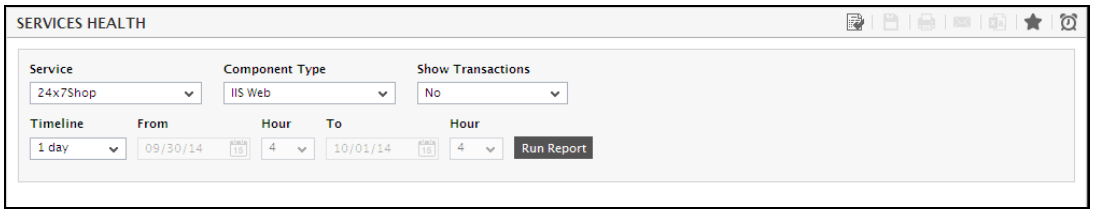


Figure 6.49: Generating the Services Health report

2. Select the Service for which the report is to be generated from Figure 6.49.
3. Upon selecting the **Service** to be monitored, select the **Component Type**. All the component types associated with the selected service will be made available for you to choose from. For our example, we will select the IIS web server component-type in the service and review its performance across the service.
4. Next, indicate whether the report should **Show Transactions** or not. The **Show Transactions** flag appears only if the **Service** chosen is a web site service. If the **Show Transactions** flag is

switched on, then the resulting **Services Health** report will also provide insights into the performance of the transactions to the selected web site. On the other hand, switching off the **Show Transactions** flag will result in a report that provides useful information on general web site and web server performance, and no information that is transaction-specific.

5. Specify a **Timeline** for the report.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Component Type**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS drop down window** (see Figure 6.50). The steps below discuss each of these settings and how they can be customized.

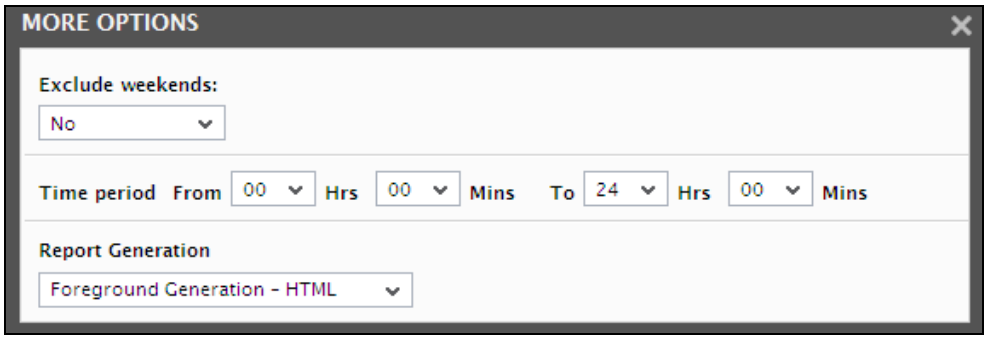


Figure 6.50: The default settings for generating the Services health report

7. Specify the start time and end time for report generation against the **Time period** field (see Figure 6.50).
8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   The **Weekend** settings for a **Consolidated Zone** report will apply to this report too.

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default

selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.

11. Figure 6.51 depicts the **Services Health** report for the IIS web servers involved in the delivery of a web site service. Since the **Show Transactions** flag has been enabled in our example, you can see that a site-level and individual web server-level summary on transaction health is included in the report. By default, all transaction-related metrics such as Request_rate, Pct_errors, Pct_aborts, etc., appear in these sections. Below the transaction-centric sections, you will find two more sections, the first of which summarizes the overall health of the chosen **Component Type**, and the second providing valuable information on the performance of each component of that type. In our example, we have shown the overall Health% of an Active Directory Server, which stands at 100%.

Web Transactions Summary for Site-24x7Shop Metrics(Avg)

Transaction	Metrics					
	Reqs/Sec (Errors)	% (Errors)	% (Errors)	KB/Sec (Errors)	Secs (Errors)	Number (Errors)
Browse_catalog	**0.4351**	**0**	**0**	**0**	**0.1529**	**13.1595**
Login	0.6851	0	0	0	0.1532	0
Logout	0.5615	0	0	0	0.1549	0
Payment	0.6397	0	0	0	0.1558	0
Registration	0.6085	0	0	0	0.1544	0
Savecart	0.909	0	0	0	0.1509	0
Search_catalog	0.2724	0	0	0	0.1529	8.0591

Consolidated report-Web Transactions-24x7Shop

Servers	Requests		Errors		Aborts		Data Transmitted		Avg
0	Max (Reqs/Sec)	Avg (Reqs/Sec)	Max (%)	Avg (%)	Max (%)	Avg (%)	Max (KB/Sec)	Avg (KB/Sec)	Max (Se
ny_web_0...	**0.512**	**0.4351**	**0**	**0**	**0**	**0**	**0.1968**	**0.1529**	**13.21**
ny_web_03:80	0.9811	0.6851	0	0	0	0	0.1968	0.1532	0
ny_web_03:80	0.8222	0.5615	0	0	0	0	0.1968	0.1549	0
ny_web_03:80	0.7887	0.6397	0	0	0	0	0.1969	0.1558	0
ny_web_03:80	0.7226	0.6085	0	0	0	0	0.1968	0.1544	0
ny_web_03:80	0.9769	0.909	0	0	0	0	0.1969	0.1509	0
ny_web_03:80	0.3249	0.2724	0	0	0	0	0.1965	0.1529	8.109

Service report - 24x7Shop - Active Directory

Server	Cpu Util		Free Memory		Disk Busy	Network Availability	Tcp Connections	Health
	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (%)	Avg (%)	Avg (Number)	(%)
Summary	-	-	-	-	-	-	-	**100**
infoway_ad1:389	-	-	-	-	-	-	-	100

Figure 6.51: The Service Health report with 'Show Transactions' on

Note:

As stated earlier, by default, all transaction-related metrics find a place in the transaction-specific sections of Figure 6.51. As for the remaining sections, the following measure configurations apply:

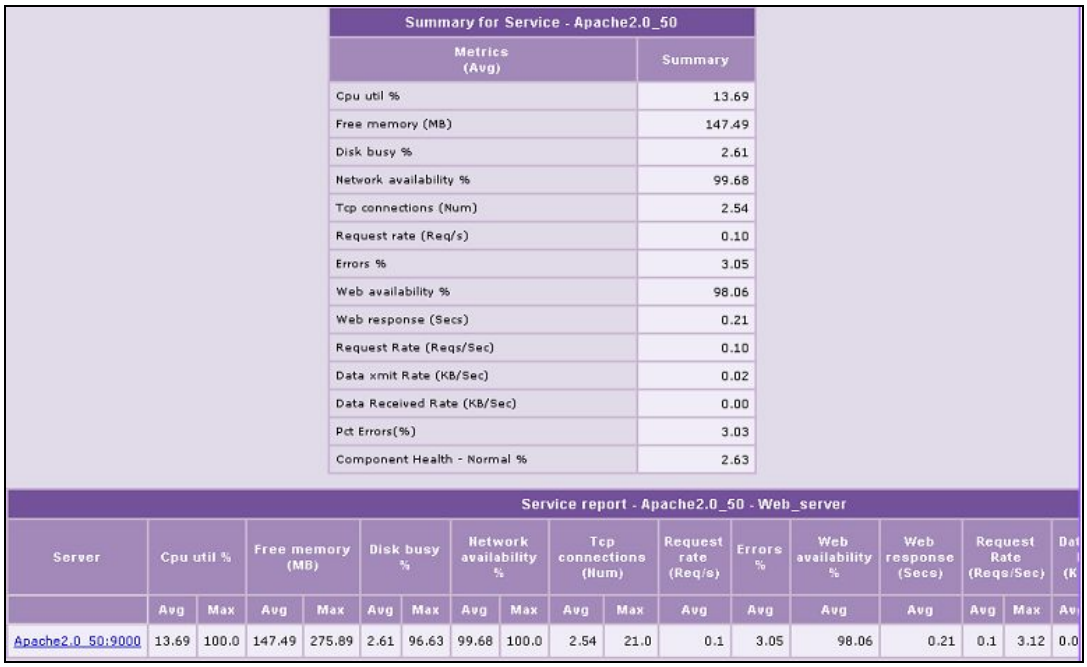
- Default measure configurations for the **Consolidated Zone Report**
- Configurations specific to the chosen **Component Type** for the **Consolidated Zone Report**
- A default set of measures pre-configured for the **Services** report in the [SERVICES_REPORT] section of the **eg_report.ini** file (in the <eg_install_dir> **\manager\config** directory); these default measures are *Request rate, Pct errors, Data transmission rate,* and *Data received rate*. You can, if you so desire, add more default measures to the [services_report] section in the format: *Default:<InternalTest>:<InternalMeasure>#<DisplayName>=<Comma-separated list of functions>*. To determine the internal test and measure names, use the procedure explained in Page Section of this manual.

  For instance, if you want the report to display the number of current requests handled by a web site, then your specification would be:

  Default:WebSiteTest:Num_current_requests#Num_current_requests (Num)=Avg,Max

- Similarly, you can also remove one/more default measures or modify them.

12. If the **Show Transactions** flag had been disabled, then the web transaction related measures will not be available in the report (see Figure 6.52).



Summary for Service - Apache2.0_50

Metrics (Avg)	Summary
Cpu util %	13.69
Free memory (MB)	147.49
Disk busy %	2.61
Network availability %	99.68
Tcp connections (Num)	2.54
Request rate (Req/s)	0.10
Errors %	3.05
Web availability %	98.06
Web response (Secs)	0.21
Request Rate (Reqs/Sec)	0.10
Data xmit Rate (KB/Sec)	0.02
Data Received Rate (KB/Sec)	0.00
Pct Errors(%)	3.03
Component Health - Normal %	2.63

Service report - Apache2.0_50 - Web_server

Server	Cpu util %		Free memory (MB)		Disk busy %		Network availability %		Tcp connections (Num)		Request rate (Req/s)	Errors %	Web availability %	Web response (Secs)	Request Rate (Reqs/Sec)		Dat (K
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Avg	Avg	Avg	Avg	Max	Av
Apache2.0_50:9000	13.69	100.0	147.49	275.89	2.61	96.63	99.68	100.0	2.54	21.0	0.1	3.05	98.06	0.21	0.1	3.12	0.0

Figure 6.52: The ServicesHealth report without the Show Transactions flag

13. In order to zoom into the performance of a particular component of the chosen type, click on the **Server** link in the second section of Figure 6.51. A Server Report shedding light on the performance of the Apache web server in our example then appears (see Figure 6.53).

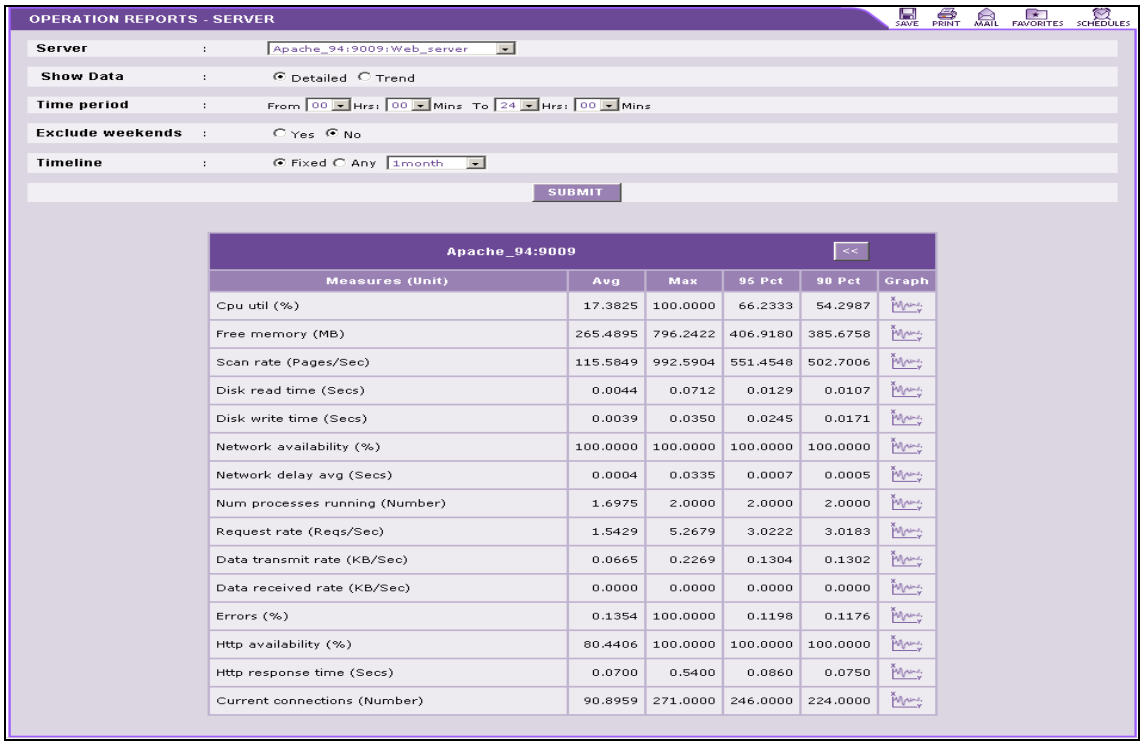


Figure 6.53: The individual component's performance for the IIS webserver

14. To look into the anomalies that have affected the service, click on **Health%** link to display the Executive Report. This report reveals when and what types of problems were impacting the service performance during the specified **Timeline** (see Figure 6.54).

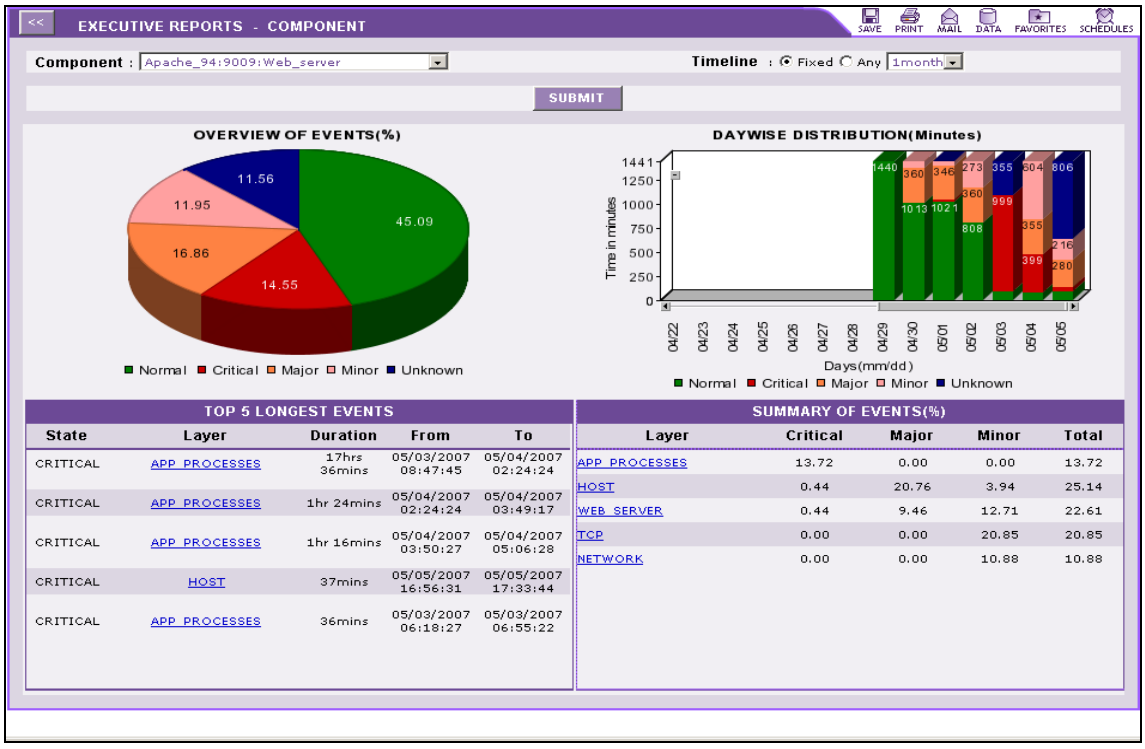


Figure 6.54: Shows the event analysis for the IIS web server

15. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the **PDF** icon in that page.

6.7 The Event Log Reports

Many applications record errors and events in various proprietary error logs. These proprietary error logs have different formats and display different user interfaces. Moreover, the system administrator cannot merge the data to provide a complete report. For this purpose, eG Enterprise offers a few reports under the Event Logs Reports node. The event logs are scrutinized periodically and reports are generated to figure out discrepancies, if any. The login failures that are captured and the application crashes / failures recorded in the event logs can also be used to generate reports. Using

these reports, administrators can isolate problematic event types and applications, analyze the root-cause of such problems, and rectify the same at the earliest.

6.7.1 Analysis of Events Report

In order to comply with emerging standards such as HIPPA, Sarbanes Oxley, etc., IT infrastructure operators require a wide range of reports that reveal the service level achieved by a target environment, intermittent breaks in service delivery (if any), the reasons for the breaks, how quickly was the service restored, etc. To cater to these compliance requirements, the eG Reporter offers the **Analysis of Events** report.

Many applications record errors and events in various proprietary error logs. These proprietary error logs have different formats and display different user interfaces. Moreover, the system administrator cannot merge the data to provide a complete report. Therefore, the administrator needs to check a variety of sources to diagnose problems. Event logging in Microsoft Windows provides a standard, centralized way for applications and the operating system to record important software and hardware events. The event-logging service stores events from various sources in a single collection called an event log. The system administrator can use the event log to help determine what conditions caused the error and the context in which it occurred. By periodically viewing the event log, the system administrator may be able to identify problems (such as a failing hard drive) before they cause damage. However, since the event logs are maintained per server, and due to the absence of a common interface for viewing the event log information collected from across the environment, it becomes almost impossible for administrators to perform any effective enterprise-wide correlation and analysis of events. This in turn greatly hinders the process of problem recognition and resolution. The primary purpose of the **Analysis of Events** report therefore, is to enable administrators to pull event log data from multiple sources on multiple hosts across the environment into a centralized database, so that efficient queries can be executed and the necessary event information viewed from a single interface. Secondly, and most importantly, as this report serves as a "one-stop-shop" for clear, concise event information related to the target environment, it brings to light errors/warnings/security breaches that could have hampered the normal functioning of the target environment. This capability is particularly useful for organizations in the financial and healthcare sector that have stringent Sarbanes Oxley and HIPPA compliance requirements, respectively.

To view an **Analysis of Events** report, do the following:

1. Select the **Analysis of Events** option from the **Event Log Reports** sub node of the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree option in the eG Reporter menu. Figure 6.55 will then appear.

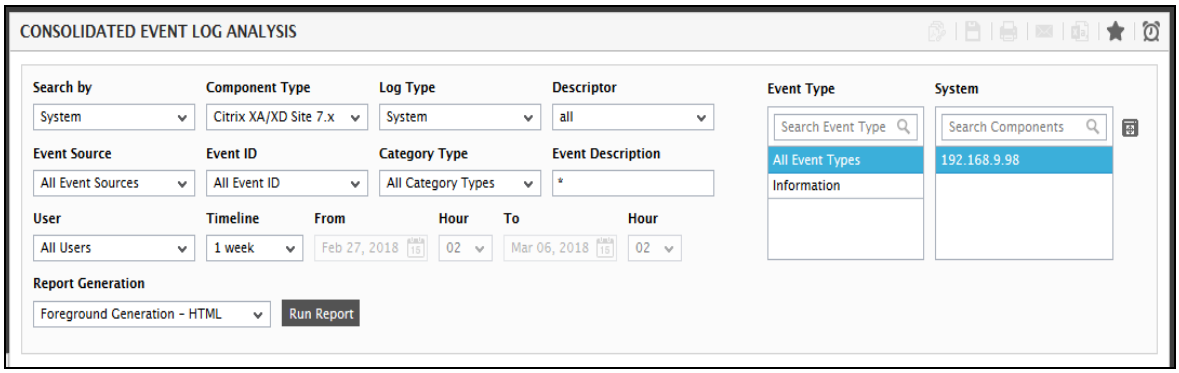


Figure 6.55: Generating an Analysis of Events Report

2. From the **Analyze by** list of Figure 6.55, pick the criteria for searching for the hosts/systems from which event log information need to be extracted. The options are: **Zone**, **Service**, **Segment**, and **System**. If the **Zone** option is selected from the **Analyze by** list, then a **Zone** list box will appear. From this list, select the zone containing the hosts from which the event log details are to be collected. If you select the **Service** or **Segment** option from the **Analyze by** list, then a **Service** or **Segment** list box (as the case may be) will appear. From the corresponding list, select the **Service** or **Segment** containing the systems to participate in the event log aggregation. If you want to choose the candidates for log aggregation from across all managed systems in the environment, then select the **System** option from the **Analyze by** list.

   Note:

   If the hosts/systems from which event log information is to be retrieved are not part of any existing zone, then you can choose the **Default** option from the **Zone** list. This zone is automatically created by the eG Enterprise system, and includes all those infrastructure elements that are not mapped to any zone, segment, or service.

3. If you select a particular Zone, Service, or Segment, then the **Component Type** list box will be populated with only those distinct component types that belong to the chosen **Zone**, **Service**, or **Segment**. However if the **System** option is chosen from the **Analyze by** list, then all the managed hosts/systems in the monitored environment will be displayed in the **Component Type** list box. From this list, select the specific component type for which the event log reports are to be generated.

4. Once a **Component Type** is selected, the **System** list will automatically get populated with all the components pertaining to that particular component type. If the **System** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the

System list. The **SYSTEM** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.

5. Next, pick the type of event logs for which the report is to be generated from the **Log Type** list. The options are: Application, Security, and System.
6. Typically, the eG agent executes an Application Event Log test, a System Event Log test, and a Security Log test on a host to extract statistics related to the application, system, and security events (respectively) that occur on that host. While configuring these tests, you can provide specific 'event source-ID-description' combinations to be monitored on the host. The *Display Names* assigned to these configured combinations will be the 'descriptors' of these tests. The **Descriptor** list in this page will be populated with these *Display Names* only. From this list, select the descriptor for which the event log report is to be generated. The default selection here is, *All Descriptors*.
7. The Event Log metrics reported by the eG agent also include the name/ID of the user who triggered the events. The **User** list in this page consists of these users only. If you want a report on the events triggered by a particular user, select a user from this list. For events associated with all users, go with the default *All Users* option.
8. If you want to view information related to a particular event type, select the **Event Type** of event from the list box. The contents of this list box will change based on the Log Type chosen. For instance, if the **Log Type** is *Application*, then the **Event Type** list will offer the following choices: *Error*, *Information*, *Warning*. On the other hand, if the **Log Type** is *Security*, then you have to choose from the following event types: *Audit successes* and *Audit failures*. The default selection however, is All Event Types, which reports the details of events of all types that have occurred on the chosen systems.
9. If you want to view the event log information related to a particular category, select the **Category Type** of event from the list box. The contents of this list box will change based on the **Component Type** and **Log Type** chosen.
10. For details to a specific event source, select an **Event Source** from the list. The default selection is *All Event Sources*, which will retrieve details pertaining to all the event sources on the chosen systems.
11. Next, from the **Event ID** list (see Figure 6.55), pick the criterion using which the event logs should be reported. By default, *All Event ID* option is chosen from this list. You can choose from the following options:

    - **Specific**: If the Specific option is chosen, then it indicates that you can choose to filter specific event log IDs by providing a comma-separated IDs in the IDs text box.

- **Range**: If the Range option is chosen from the Event ID list then specifying a From and To values will filter the event logs accordingly.

12. If you wish to generate the report for the event logs that contain a specific string of your interest, then you can provide such information in the **Event Description** text box. For example, if you provide 'protocol' in this list box, then the event logs that comprise the word 'protocol' alone will be reported.

13. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

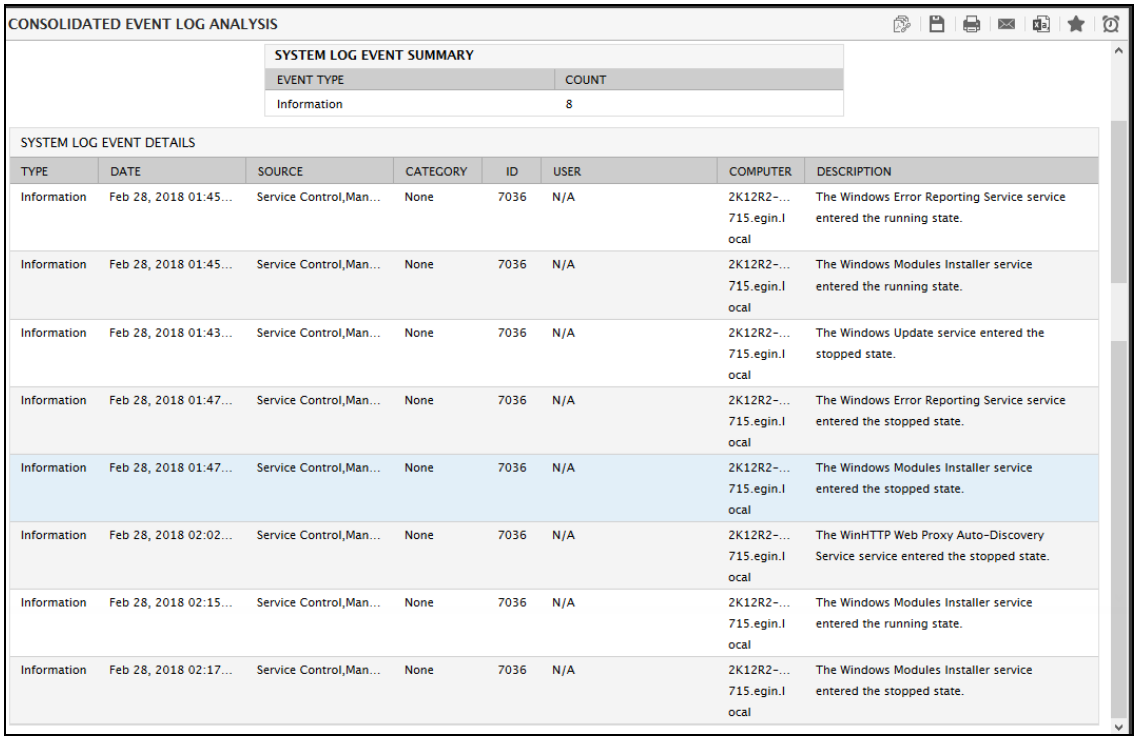
    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to view the query results.



CONSOLIDATED EVENT LOG ANALYSIS

SYSTEM LOG EVENT SUMMARY

EVENT TYPE	COUNT
Information	8

SYSTEM LOG EVENT DETAILS

TYPE	DATE	SOURCE	CATEGORY	ID	USER	COMPUTER	DESCRIPTION
Information	Feb 28, 2018 01:45...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Error Reporting Service service entered the running state.
Information	Feb 28, 2018 01:45...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Modules Installer service entered the running state.
Information	Feb 28, 2018 01:43...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Update service entered the stopped state.
Information	Feb 28, 2018 01:47...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Error Reporting Service service entered the stopped state.
Information	Feb 28, 2018 01:47...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Modules Installer service entered the stopped state.
Information	Feb 28, 2018 02:02...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The WinHTTP Web Proxy Auto-Discovery Service service entered the stopped state.
Information	Feb 28, 2018 02:15...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Modules Installer service entered the running state.
Information	Feb 28, 2018 02:17...	Service Control,Man...	None	7036	N/A	2K12R2-...715.egin.local	The Windows Modules Installer service entered the stopped state.

Figure 6.56: The Event Log Analysis Report

16. The resulting report (see 6.7.1) will consist of two sections - a **SUMMARY** section that provides an event type-wise count of events, and a **DETAILS** section that provides the details of events logged; these details include:

- the event type
- the date/time on which the event occurred
- the event source
- the event category
- the event ID
- the user who is responsible for the occurrence of the event
- the system on which the event occurred
- a detailed description of the event

6.8 System Analysis Reports

If a system is configured with sufficient CPU, memory, bandwidth, and disk resources, the applications executing on it seldom suffer performance degradations. Therefore, when planning the capacity of their mission-critical applications/business services, administrators need to historically analyze how the systems hosting these applications/supporting these business services used the physical resources that were at their disposal, identify usage bottlenecks, and if required, recommend changes in system size as part of their capacity plans, so that unpleasant application crashes or service outages can be averted in the future. Such a detailed appraisal of system-level resource usage can be performed using the **Systems Analysis Reports**.

For each critical system resource that is monitored (CPU, memory, disk space, disk activity, and bandwidth), this report computes and displays how that resource was utilized on an average (*Avg*) during a given timeline and also computes the 95th percentile value of the corresponding usage measure. In addition, by comparing the 95 percentile value with user-configured thresholds for the same, the report promptly detects and highlights resource usage bottlenecks and the severity of these bottlenecks.

This report can be generated for a particular **Component**, for the components engaged in the delivery of a **Service**, or for the components that are part of a **Segment**. Each of these report types have been discussed in detail in the sections that follow.

6.8.1 System Analysis – By Service Report

If your mission-critical services often fail owing to resource constraints, you may want to historically analyze the resource usage of the systems hosting those applications that are engaged in the delivery of these services to identify resource usage bottlenecks (if any). The **System Analysis** Report for a particular **Service** aids this usage analysis. For a chosen service, this report will help

you understand how each system supporting that service has been utilizing the physical resources available to it, determine whether usage increased sporadically or consistently, and identify those systems that frequently ran out of resources, causing the service quality to dip that very often. This way, you can quickly point to the systems that are candidates for resizing and those resources on the system that are limiting its performance. These systems and resources will hence be the focal point of future capacity plans.

To generate a **System Analysis - By Service** report for a chosen service in your environment, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Analytical Reports -> System Analysis -> By Service*.
3. Figure 6.57 will then appear.

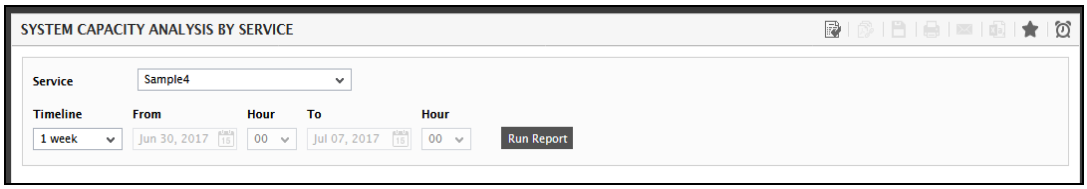


Figure 6.57: The System Capacity Analysis report for a Service

4. Select a service for which this report is to be generated from the **Service** list.
5. Provide a **Timeline** for the report.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.58). The steps below discuss each of these settings and how they can be customized.

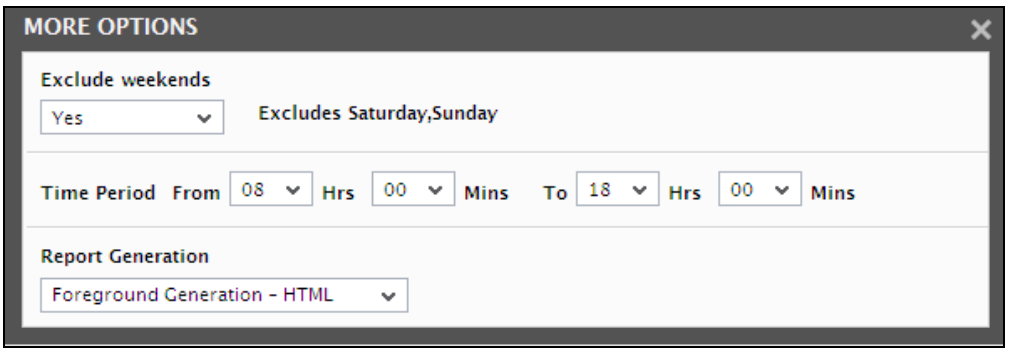


Figure 6.58: The default settings for generating a System Capacity Analysis report by service

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.
8. Next, specify the start time and end time for report generation against the **Time period** field.

   Note:

   The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

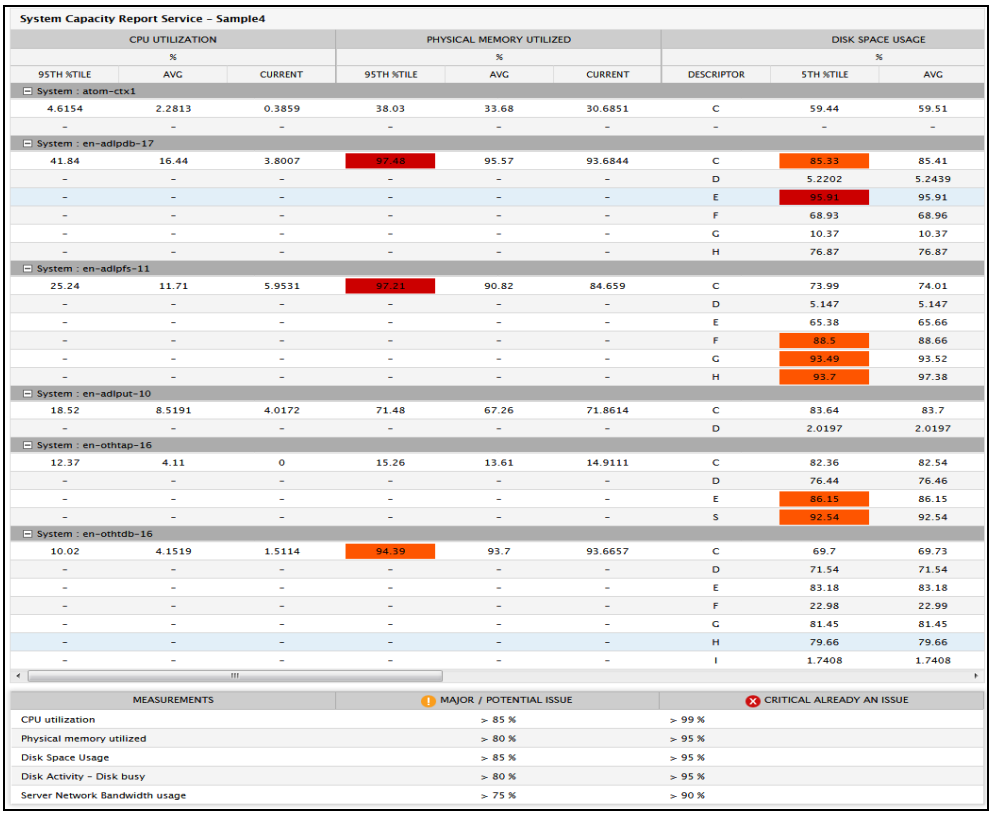
9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would

have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.
11. If the **Foreground Generation - HTML** option is chosen from the **Report Generation** list, then, Figure 6.59 will appear as soon as the **Run Report** button is clicked.



System Capacity Report Service – Sample4

CPU UTILIZATION			PHYSICAL MEMORY UTILIZED			DISK SPACE USAGE		
%			%				%	
95TH %TILE	AVG	CURRENT	95TH %TILE	AVG	CURRENT	DESCRIPTOR	5TH %TILE	AVG
System : atom-ctx1								
4.6154	2.2813	0.3859	38.03	33.68	30.6851	C	59.44	59.51
-	-	-	-	-	-	-	-	-
System : en-adlpdb-17								
41.84	16.44	3.8007	97.48	95.57	93.6844	C	85.33	85.41
-	-	-	-	-	-	D	5.2202	5.2439
-	-	-	-	-	-	E	95.91	95.91
-	-	-	-	-	-	F	68.93	68.96
-	-	-	-	-	-	G	10.37	10.37
-	-	-	-	-	-	H	76.87	76.87
System : en-adlpfs-11								
25.24	11.71	5.9531	97.21	90.82	84.659	C	73.99	74.01
-	-	-	-	-	-	D	5.147	5.147
-	-	-	-	-	-	E	65.38	65.66
-	-	-	-	-	-	F	88.5	88.66
-	-	-	-	-	-	G	93.49	93.52
-	-	-	-	-	-	H	93.7	97.38
System : en-adlput-10								
18.52	8.5191	4.0172	71.48	67.26	71.8614	C	83.64	83.7
-	-	-	-	-	-	D	2.0197	2.0197
System : en-othtap-16								
12.37	4.11	0	15.26	13.61	14.9111	C	82.36	82.54
-	-	-	-	-	-	D	76.44	76.46
-	-	-	-	-	-	E	86.15	86.15
-	-	-	-	-	-	S	92.54	92.54
System : en-othtdb-16								
10.02	4.1519	1.5114	94.39	93.7	93.6657	C	69.7	69.73
-	-	-	-	-	-	D	71.54	71.54
-	-	-	-	-	-	E	83.18	83.18
-	-	-	-	-	-	F	22.98	22.99
-	-	-	-	-	-	G	81.45	81.45
-	-	-	-	-	-	H	79.66	79.66
-	-	-	-	-	-	I	1.7408	1.7408

MEASUREMENTS	MAJOR / POTENTIAL ISSUE	CRITICAL ALREADY AN ISSUE
CPU utilization	> 85 %	> 99 %
Physical memory utilized	> 80 %	> 95 %
Disk Space Usage	> 85 %	> 95 %
Disk Activity - Disk busy	> 80 %	> 95 %
Server Network Bandwidth usage	> 75 %	> 90 %

Figure 6.59: The System Capacity Planning Report - Service

12. For each service chosen, this report will display the systems that are associated with that service. Against each system, the report will display the *Avg*, *Current* and the *95th percentile* value of CPU usage, memory usage, bandwidth usage, disk space usage, and the level of disk activity of that system during the given timeline. The Avg value, the *Current* value and the **Percentile** value will be reported for each descriptor of the application/system. Using this report, you can easily understand the variations in the behavior of the measure over time, and accordingly plan the future capacity of the application/system.

13. The report displays the *95th percentile* value, the *Current* value and the *Avg* of CPU usage, memory usage, bandwidth usage, disk space usage, and the level of disk activity on the systems hosting the chosen components. The pre-configured thresholds governing the *95th percentile* value are indicated in the section at the bottom of the report. These thresholds can be configured using the **Capacity Planning System Report Settings** section that can be accessed through the Settings-> Reporter-> Capacity Planning Reports -> Configure System Reports menu sequence of the **Admin** module. As you can see, the threshold limits set for each measure has been indicated in the report using which you can analyze the abnormalities easily. This way, the report helps you recognize situations in the past when resource usage touched unacceptable

limits, analyze whether a change in capacity can help prevent such excesses, and accordingly plan the future capacity of your critical systems.

14. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

6.8.2 System Analysis – By Segment Report

By enabling you to historically analyze the resource usage of systems that are part of a chosen segment, the **System Analysis - By Segment** report helps you focus on the usage patterns exhibited by a select group of systems that are critical to the IT infrastructure being monitored.

To generate a **System Analysis - By Segment** report for a chosen segment in your environment, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION - >Analytical Reports-> System Analysis -> By Segment*.
3. Figure 6.60 will then appear.

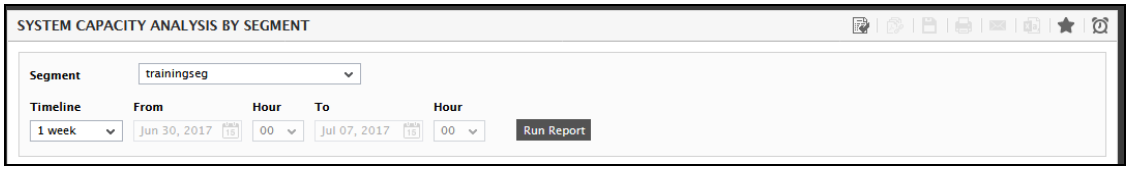


Figure 6.60: The System Analysis Report for a Segment

4. Select a segment for which this report is to be generated from the **Segment** list.
5. Provide a **Timeline** for the report.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Segment**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.61). The steps below discuss each of these settings and how they can be customized.

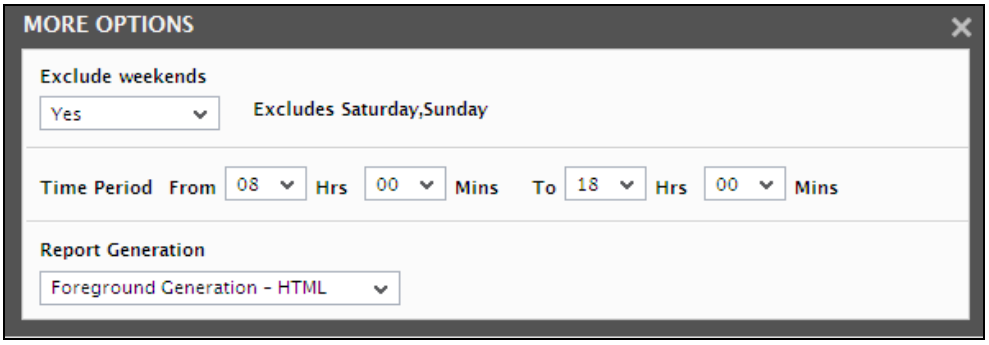


Figure 6.61: The default settings for generating a System Capacity Analysis report for a chosen segment

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.
8. Next, specify the start time and end time for report generation against the **Time Period** field.

   Note:

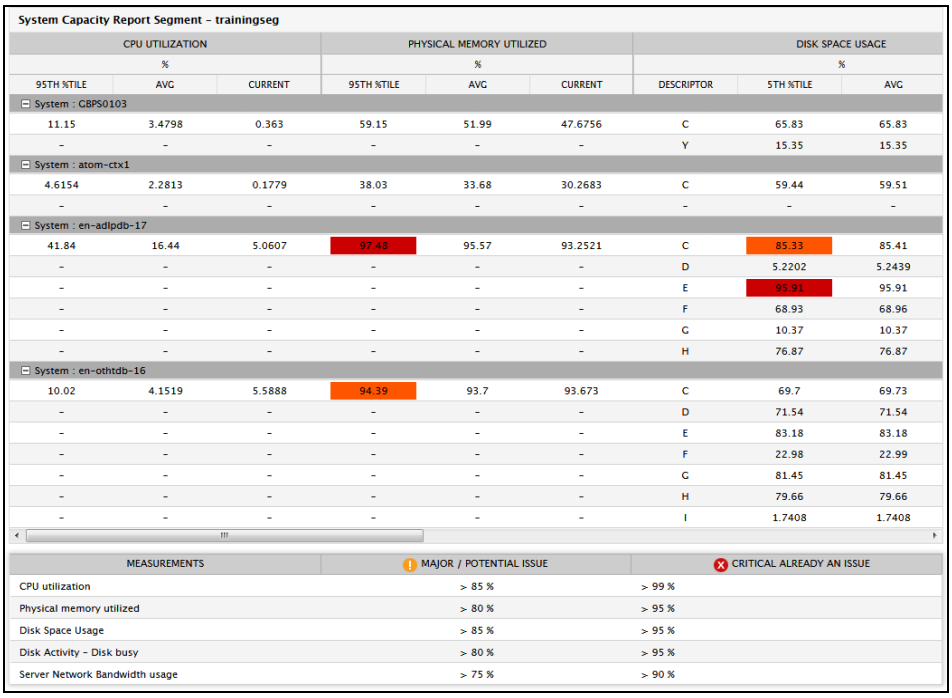
The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.
11. If the **Foreground Generation - HTML** option is chosen from the **Report Generation** list, then, Figure 6.62 will appear as soon as the **Run Report** button is clicked.



System Capacity Report Segment - trainingseg

CPU UTILIZATION			PHYSICAL MEMORY UTILIZED			DISK SPACE USAGE		
%			%			%		
95TH %TILE	AVG	CURRENT	95TH %TILE	AVG	CURRENT	DESCRIPTOR	5TH %TILE	AVG
System : GBPS0103								
11.15	3.4798	0.363	59.15	51.99	47.6756	C	65.83	65.83
-	-	-	-	-	-	Y	15.35	15.35
System : atom-ctx1								
4.6154	2.2813	0.1779	38.03	33.68	30.2683	C	59.44	59.51
-	-	-	-	-	-	-	-	-
System : en-adlpdb-17								
41.84	16.44	5.0607	97.48	95.57	93.2521	C	85.33	85.41
-	-	-	-	-	-	D	5.2202	5.2439
-	-	-	-	-	-	E	95.91	95.91
-	-	-	-	-	-	F	68.93	68.96
-	-	-	-	-	-	G	10.37	10.37
-	-	-	-	-	-	H	76.87	76.87
System : en-othtdb-16								
10.02	4.1519	5.5888	94.39	93.7	93.673	C	69.7	69.73
-	-	-	-	-	-	D	71.54	71.54
-	-	-	-	-	-	E	83.18	83.18
-	-	-	-	-	-	F	22.98	22.99
-	-	-	-	-	-	G	81.45	81.45
-	-	-	-	-	-	H	79.66	79.66
-	-	-	-	-	-	I	1.7408	1.7408

MEASUREMENTS	MAJOR / POTENTIAL ISSUE	CRITICAL ALREADY AN ISSUE
CPU utilization	> 85 %	> 99 %
Physical memory utilized	> 80 %	> 95 %
Disk Space Usage	> 85 %	> 95 %
Disk Activity - Disk busy	> 80 %	> 95 %
Server Network Bandwidth usage	> 75 %	> 90 %

Figure 6.62: The System Capacity Analysis Report - Segment

12. In the report of Figure 6.62, you can see that for all systems of each segment chosen earlier, this report will display the applications/systems that are associated with the segment, the Avg value recorded by the measure over a period of time, the *Current* value recorded by the measure and also the **Percentile** value associated with the measure. The Avg value, the *Current* value and the **Percentile** value will be reported for each descriptor of the application/system. Using this report, you can easily understand the variations in the behavior of the measure over time, and accordingly plan the future capacity of the application/system.

13. The 95th Percentile values that are generated in the report will be highlighted with different colors to indicate that the major/critical thresholds for this value have been violated. By default, the major/critical thresholds for the 95th percentile value reported for the measures are configurable. The thresholds can be configured as per your choice using the **Capacity Planning System Report Settings** section that can be accessed through the Settings-> Reporter-> Capacity Planning Reports -> Configure System Reports menu sequence of the **Admin** module.

14. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need

be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

6.8.3 System Analysis – By Component Report

By default, this **System Analysis - By Component** report helps you in analyzing the capacity of a chosen component for a particular Component type that is managed in your environment.

To generate a **System Analysis - By Component** report for a chosen component in your environment, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Analytical Reports-> System Analysis -> By Component*.
3. Figure 6.63 will then appear.

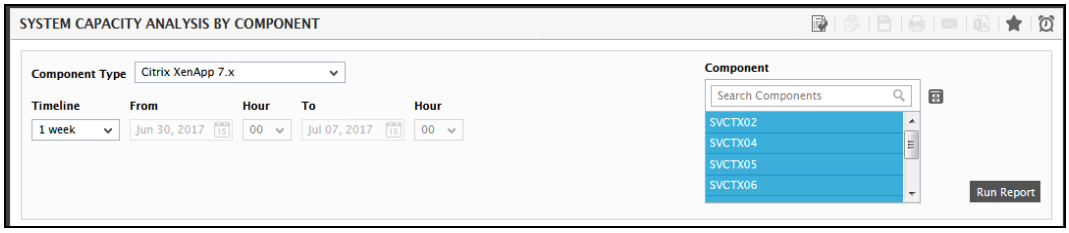


Figure 6.63: The System Analysis report for a chosen component of a component type

4. Select a component type from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in the System Capacity Analysis report.
6. Provide a **Timeline** for the report.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set

for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.64). The steps below discuss each of these settings and how they can be customized.

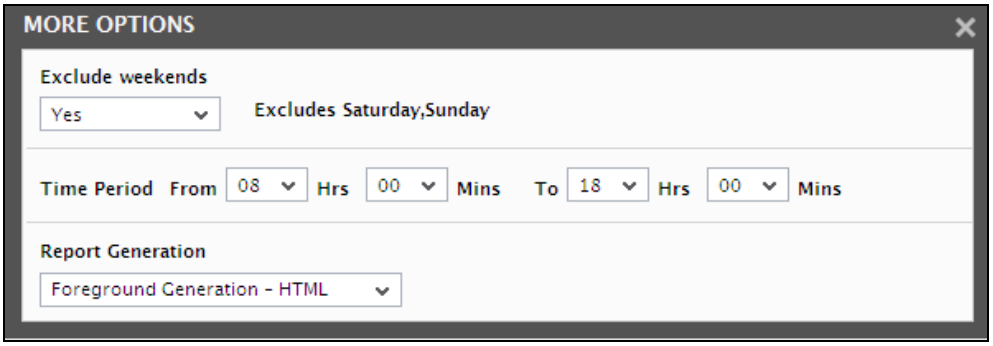


Figure 6.64: The default settings for generating a System Capacity Analysis report for a chosen segment

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set to **Yes**. If not, select **No**.
9. Next, specify the start time and end time for report generation against the **Time period** field.

   Note:

   The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -

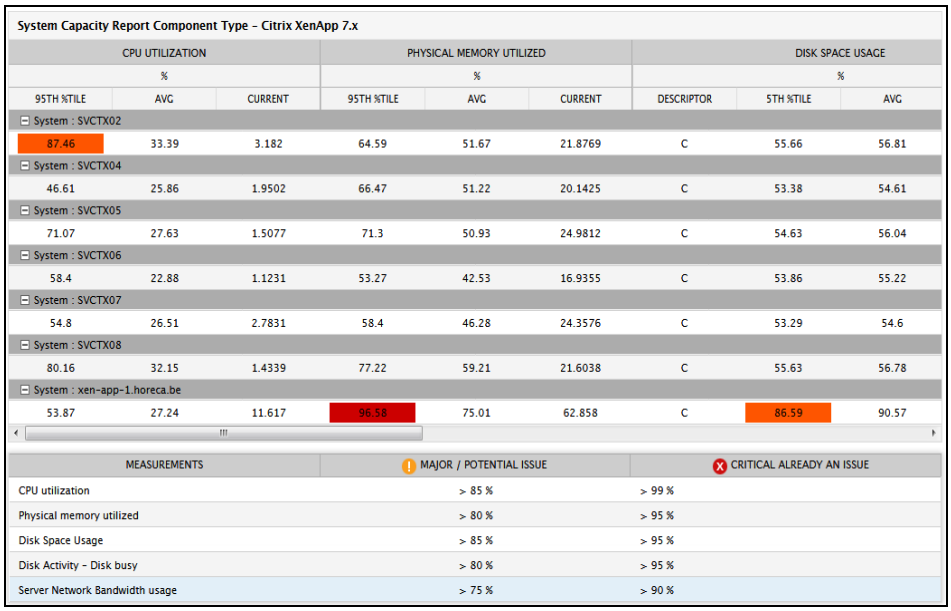
> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.
12. If the **Foreground Generation - HTML** option is chosen from the **Report Generation** list, then, Figure 6.65 will appear as soon as the **Run Report** button is clicked.



System Capacity Report Component Type - Citrix XenApp 7.x

CPU UTILIZATION			PHYSICAL MEMORY UTILIZED			DISK SPACE USAGE		
%			%			%		
95TH %TILE	AVG	CURRENT	95TH %TILE	AVG	CURRENT	DESCRIPTOR	5TH %TILE	AVG
System : SVCTX02								
87.46	33.39	3.182	64.59	51.67	21.8769	C	55.66	56.81
System : SVCTX04								
46.61	25.86	1.9502	66.47	51.22	20.1425	C	53.38	54.61
System : SVCTX05								
71.07	27.63	1.5077	71.3	50.93	24.9812	C	54.63	56.04
System : SVCTX06								
58.4	22.88	1.1231	53.27	42.53	16.9355	C	53.86	55.22
System : SVCTX07								
54.8	26.51	2.7831	58.4	46.28	24.3576	C	53.29	54.6
System : SVCTX08								
80.16	32.15	1.4339	77.22	59.21	21.6038	C	55.63	56.78
System : xen-app-1.horeca.be								
53.87	27.24	11.617	96.58	75.01	62.858	C	86.59	90.57

MEASUREMENTS	MAJOR / POTENTIAL ISSUE	CRITICAL ALREADY AN ISSUE
CPU utilization	> 85 %	> 99 %
Physical memory utilized	> 80 %	> 95 %
Disk Space Usage	> 85 %	> 95 %
Disk Activity - Disk busy	> 80 %	> 95 %
Server Network Bandwidth usage	> 75 %	> 90 %

Figure 6.65: The System Capacity Analysis Report - Component

13. For each Component type chosen earlier, this report will display the components that are of the same chosen component type, the Avg value recorded by the measure over a period of time, the *Current* value recorded by the measure and also the **Percentile** value associated with the measure. The Avg value, the *Current* value and the **Percentile** value will be reported for each descriptor of the application/system. Using this report, you can easily understand the variations in the behavior of the measure over time, and accordingly plan the future capacity of the application/system.

14. The 95th Percentile values that are generated in the report will be highlighted with different colors to indicate that the major/critical thresholds for this value have been violated. By default, the major/critical thresholds for the 95th percentile value reported for the measures are configurable. The thresholds can be configured as per your choice using the **Capacity Planning System Report Settings** section that can be accessed through the Settings-> Reporter-> Capacity Planning Reports -> Configure System Reports menu sequence of the **Admin** module

15. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

6.9 Migration Assessment Report

In large, mission-critical environments with hundreds of hosts and VMs, a software/hardware migration is performed in large numbers on a day to day basis so that any impending service outages and performance degradations can be avoided. Administrators of such environments might therefore find it difficult to manually track the status of the migration activities, or accurately identify any performance improvements after the migration. The absence of a specialized software/hardware migration monitoring mechanism also renders the administrators unable to isolate resource-hungry hosts/servers and resource-deficient hosts/servers in the target environment.

To address these concerns, eG Reporter allows the generation of a specialized **Migration Assessment Report**. Using the graphical results provided by this report, administrators can perform the following:

- Easily observe and effectively analyze the migration activity over time, and understand how well migration has helped in improving the performance of the servers;
- Detect any performance implications and identify the reason for the same;
- Instantly identify whether the hosts/servers are capable of handling additional load after migration activity;

To view a **Migration** report, do the following:

1. Select the **Migration Assessment** option from the Analytical Reports node of the **REPORTS BY FUNCTION** tree of the eG Reporter menu. Figure 6.55 will then appear.

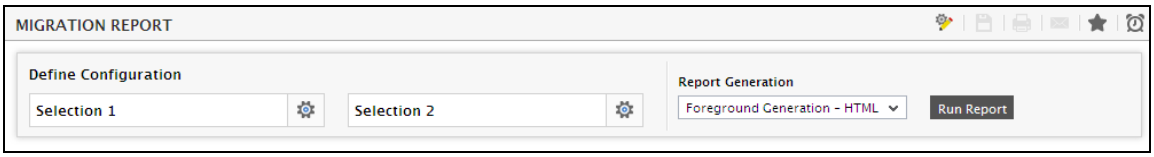


Figure 6.66: Generating a Migration Assessment Report

2. Clicking the button against the **Selection 1** option will lead you to 6.9.

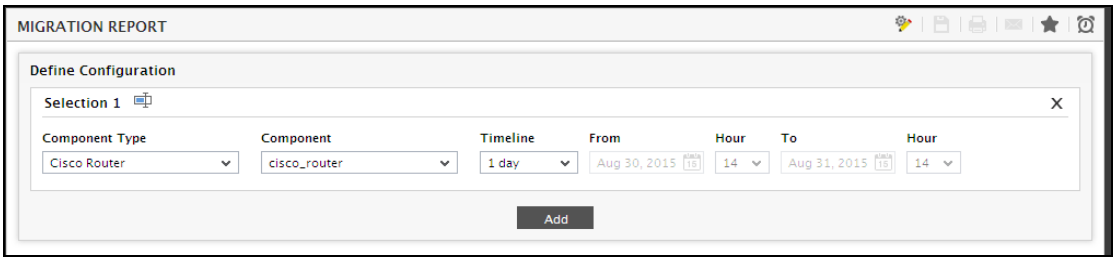


Figure 6.67: Selecting a component for which the report is to be generated

3. From 6.9, select the **Component Type** and **Component** for which the report is to be generated.
4. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

5. Clicking the **Add** button will add your selection to **Selection 1**.
6. If you wish to change the label for **Selection 1**, then you can do so by clicking the icon.

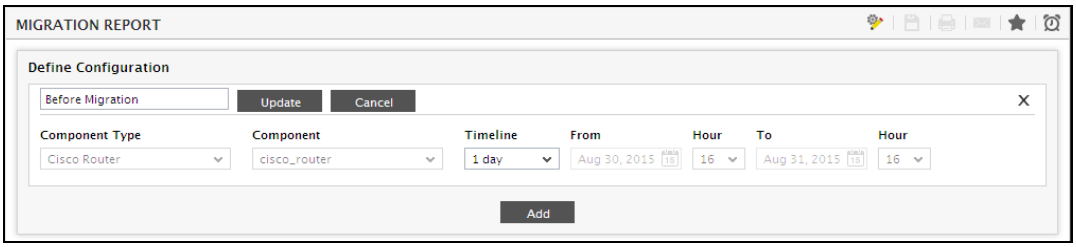


Figure 6.68: Changing the label for Selection 1

7. Entering the name of your choice and clicking the **Update** button will change the label of **Selection 1**.

8. Follow the steps 3-5 to add a selection to **Selection 2**. The **Component Type** and **Component** chosen in **Selection 1** will automatically apply to **Selection 2**. By default, the **Timeline** for **Selection 2** is *1 day*. If you wish to change the **Timeline**, then you can do so by selecting an appropriate **Timeline** of your choice. Clicking the **Add** button will add your selection to **Selection 2**.

9. To select the measures for which the report is to be generated, click the icon. Figure 6.69 will then appear.

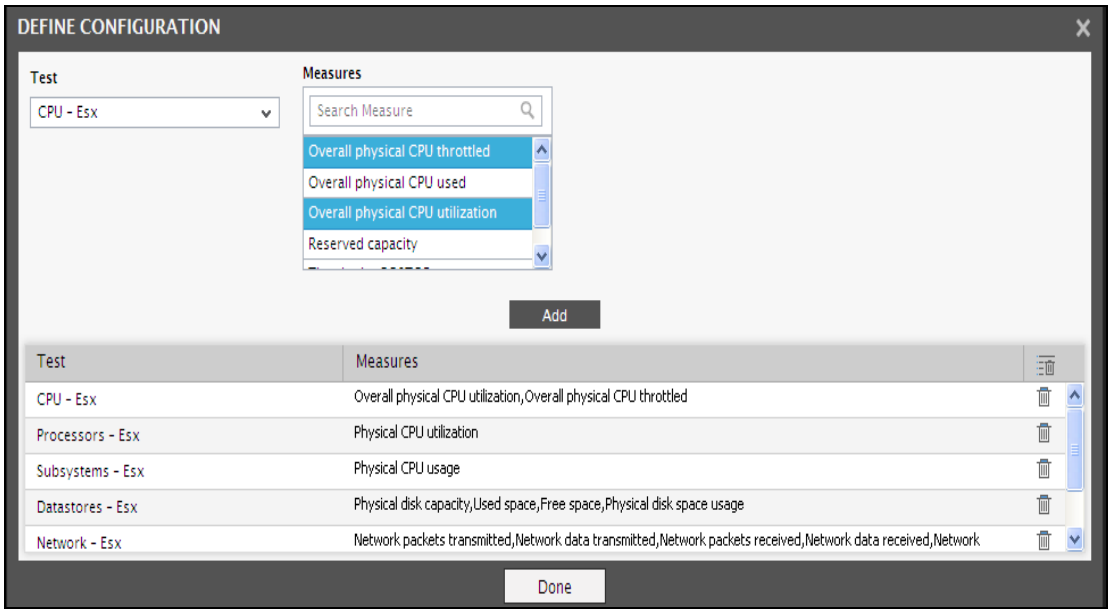


Figure 6.69: The Define Configuration pop up window

10. From Figure 6.69, select a **Test** and **Measure** for which the report is to be generated. Clicking the **Add** button will populate your selection in the section below. By default, a set of default tests and measures for which the report will be generated is displayed in this section as shown in

Figure 6.69. If you wish to delete a set of test and measure, then you can do so by clicking the icon against each **Test-Measure** combination.

11. Once the selection criterion is chosen, click the **Done** button. This will lead you back to 6.9.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
13. Finally, clicking the **Run Report** will generate the report.

Figure 6.70: The Migration Report

14. The resulting report will consist of two graphical columns - a graphical representation of the measures pertaining to Selection 1 and a graphical representation of the measures for Selection 2. From Figure 6.70, you could note that the graphs for certain measures are descriptor-based.

15. In the case of measures that take descriptors, Figure 6.70 will be able to display a maximum of 10 descriptors in one graph, by default.

    Note:

    The maximum number of descriptors that can be displayed in the **MIGRATION REPORT**page is configurable. For that, set the **MaxInfos** parameter in the **[INFOS]** section of the **eg_report.ini** (in the **<EG_INSTALL_DIR>\manager\config** directory) to the required value. By default, this parameter will be set to **10**, indicating that a maximum of 10 descriptors can be plotted in a single graph in the **MIGRATION REPORT**page.

16. By generating this report, administrators may be able to analyze the performance of the server/component before and after migration, figure out the improvement/degradation in the performance of the server/component and deduce whether/not the server/component is capable of handling additional load after the migration process.

    Note:

    - Selecting the same **Component** for both **Selection 1** and **Selection 2**will provide you with a meaningful report.
    - This report can be generated for different **Timeline**s – it is not mandatory to slect the same **Timeline** for both **Selection 1** and **Selection 2**.

6.10 Cumulation Analysis Report

The **Cumulation Analysis Report** plots the cumulative values of a chosen measure across descriptors/components, for a specified timeline. For instance, you can generate a **Cumulation Analysis Report** that plots the cumulative values of disk space usage for each of the disk partitions of a component. Likewise, you can configure a **Cumulation Analysis Report** to indicate the cumulative space usage of all servers that share the storage resources in a SAN environment. Such reports not only reveal the total space usage of the individual servers/disk partitions (as the case may be), but also reveal the overall space usage across the servers/disk partitions. This way, you will not only be able to pinpoint the resource-hungry elements in your infrastructure, but will also be able to assess how well/poorly the resource in its entirety was utilized during the given timeline. Based on these inputs, you can accurately forecast the future usage of your critical systems/servers, and plan their capacity accordingly.

To generate a **Cumulation Analysis Report**, do the following:

1. Select the **Cumulation Analysis** option from the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 6.71 will then appear.

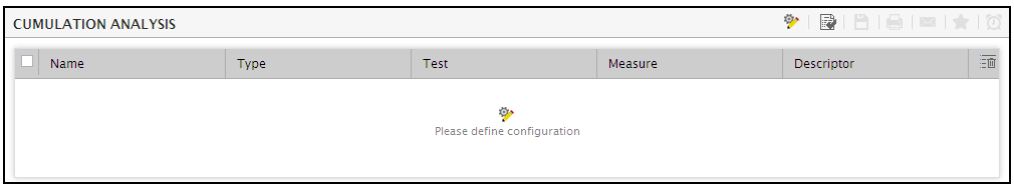


Figure 6.71: The Cumulation Analysis report generation

3. Clicking the **Please define configuration** link on Figure 6.71 will reveal Figure 6.72 using which you can define the configuration for generating the Cumulation Analysis report.

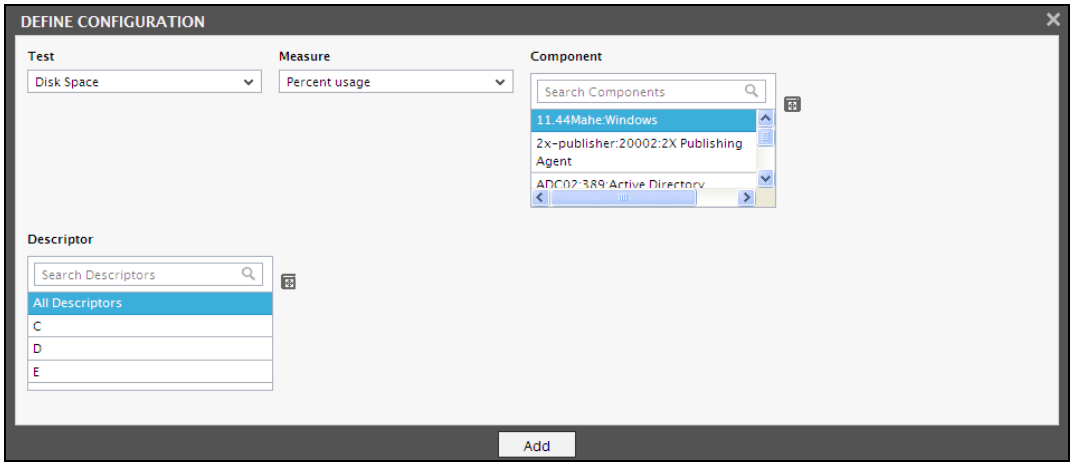


Figure 6.72: Defining the configuration for generating the Cumulation Analysis report

4. First, select the **Test** for which the report is to be generated (see Figure 6.72).
5. All measures of the chosen test will then populate the **Measure** list. From this list, pick the measure for which the report is to be generated.
6. All managed components to which the chosen **Test-Measure** combination applies will then be listed in the **Component** list. Select one or more components for report generation from this list. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENT** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
7. If the chosen **Test** supports descriptors, then the **Descriptor** list will display all descriptors. To generate a report that plots the cumulative values of specific descriptors, select those descriptors alone. For a report on all descriptors, pick the *All Descriptors* option. If the **Descriptor** list consists of too many descriptors, then viewing all the descriptors and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Descriptor** list. The **DESCRIPTOR** pop up window will then appear using which so that you can view almost all the descriptors in a single interface and select the ones for which the report is to be generated.
8. Click the **Add** button to add the specifications as shown in 6.10. Likewise, you can add multiple specifications.

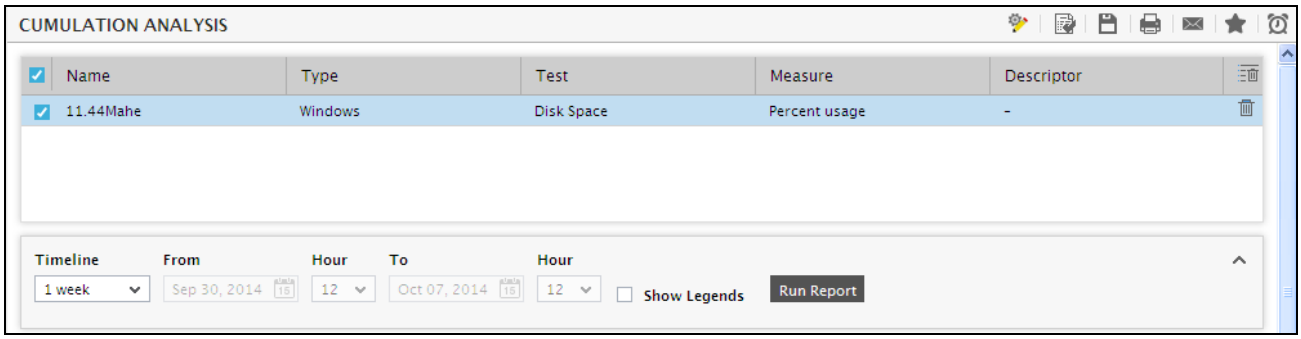


Figure 6.73: Generating a Cumulation Report

9. To remove a specification, select the check box corresponding to it and click the button.

10. Then, specify the report **Timeline**.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.74). The steps below discuss each of these settings and how they can be customized.

Figure 6.74: The default settings for generating a Cumulation Analysis report

12. Next, by choosing an option from the **Cumulate Using** list, you can indicate what values of the chosen measure are to be cumulated for the report. The options are as follows:

    - **Measure**: Select this option if you want to cumulate the real-time values reported by the chosen measure during the specified timeline.
    - **Min Trend**: Select this option if you want to cumulate only the minimum trend values computed for the chosen measure during the specified timeline. Pick an option from the **Report Summary** list to indicate the trend values to be considered for the cumulation - the **Hourly Summary**, **Daily Summary**, or **Monthly Summary**. For instance, if the **Min Trend** and **Hourly Summary** options are chosen from the respective list boxes, then the lower of the trend values computed every hour during the specified timeline will be cumulated for the report. Say, you generate a report for the *Free memory* measure using the cumulative minimum hourly trend values; with the help of such a report, you to ascertain the minimum amount of memory that should be provisioned for a system/server to function smoothly.
    - **Max Trend**: Select this option if you want to cumulate only the maximum trend values computed for the chosen measure during the specified timeline. Pick an option from the **Report Summary** list to indicate the trend values to be considered for the cumulation - the **Hourly Summary**, **Daily Summary**, or **Monthly Summary**. For instance, if the **Max Trend** and **Hourly Summary** options are chosen from the respective list boxes, then the higher of the trend values computed every hour during the specified timeline will be cumulated for the report. Say, you generate a report for the *CPU utilization* measure using the cumulative maximum hourly trend values; with the help of such a report, you can determine how high the CPU usage of a system/server can rise, and whether more processors need to be added to balance the CPU load.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This

saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button. If the **Foreground Generation - HTML** option is chosen from the **Report Generation** list, a **Cumulation Analysis** Report depicted by 6.10 will appear.

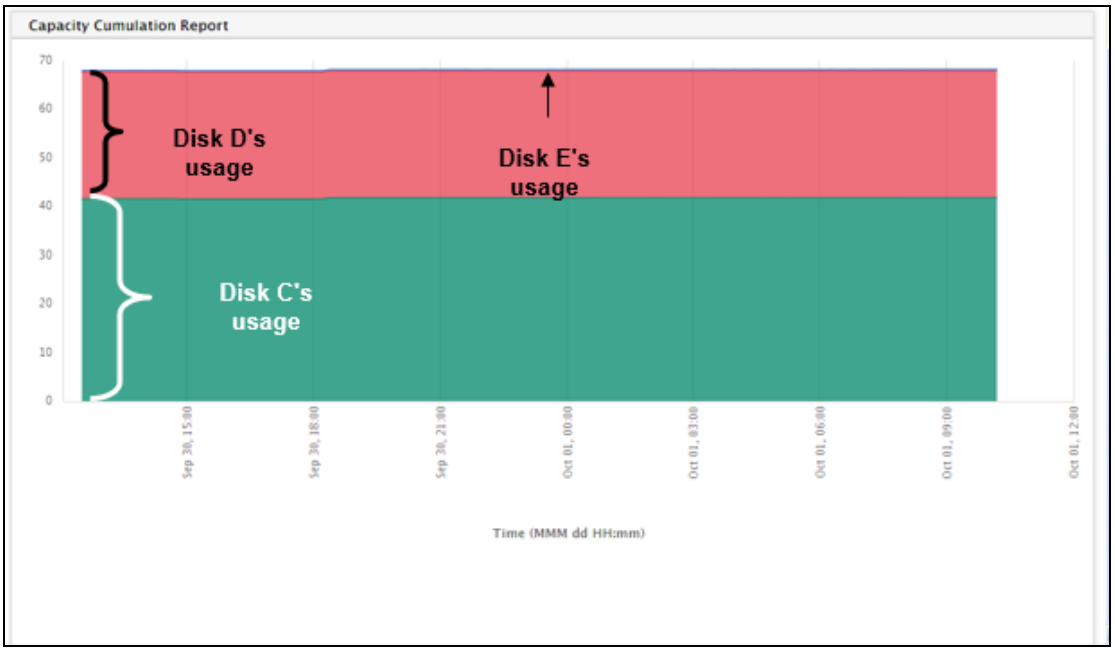


Figure 6.75: A Cumulation Report

15. The report in 6.10 plots the cumulative values of disk space usage for each of the disk partitions on a system during the last week. Typically, any cumulation report generated by the eG Reporter will plot values in a 'stack format', so that users can easily determine total usage and per-descriptor usage in a single glance. For instance, from 6.10 it is evident that disk C has consumed a total of 41% of the disk space during the last week - the shaded portion in the graph between 0 and 41% indicates C's usage. It can also be inferred that disk C and disk D together have consumed a total of 67% of the disk space on the system. Since disk D's usage is stacked on top of disk C's usage, the shaded area of the graph between 41 and 67% alone denotes disk D's usage. Disk D's usage therefore amounts to another 26% (61-47=26) of the total disk space. Likewise, disk E's usage is stacked on top of Disk D's usage in the graph, covering a small area. This implies that while disk E consumed a meager amount of disk space say 0.5% of the total disk space, all three disk partitions (C, D, and E) together have eroded a total of 68% of the available disk space.

16. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

6.11 Correlation Analysis Report

In order to effectively plan the capacity of their IT environments, administrators have to closely observe how resource consumption / responsiveness / overall performance of a component varies vis-a-vis its load. For instance, administrators might want to check how disk space usage is affected by high disk activity or correlate the response time of a Web server with the connections to that server. The results of this correlation analysis will enable administrators to judge how usage/response time will be affected by the anticipated load and accordingly ascertain the future capacity requirements of their critical servers/systems.

The **Correlation Analysis Report** enables this correlation analysis. With the help of this report, administrators can pick two closely related measures and plot their historical values in a single graph, with one measure being the X axis and the other being the Y axis. For instance, you can pit disk space usage against free space on the disk in the same graph. To generate this **Correlation Analysis Report**, do the following:

1. Select the **Correlation Analysis** option from the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree. 6.11 then appears.

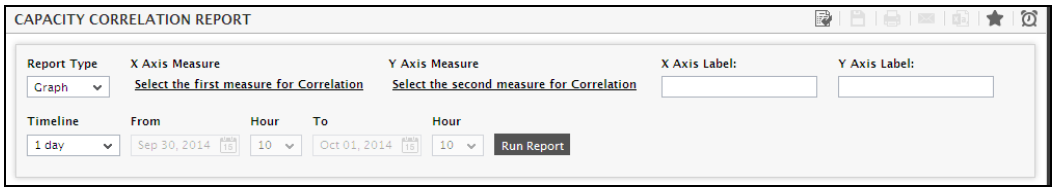


Figure 6.76: Generating a Correlation Analysis Report

2. First, pick a **Report Type**. Select **Graph** for a graphical report.
3. Then, to add the first measure to be plotted in the report, click on the **Select the first measure for Correlation** link in 6.11. Figure 6.77 then appears.

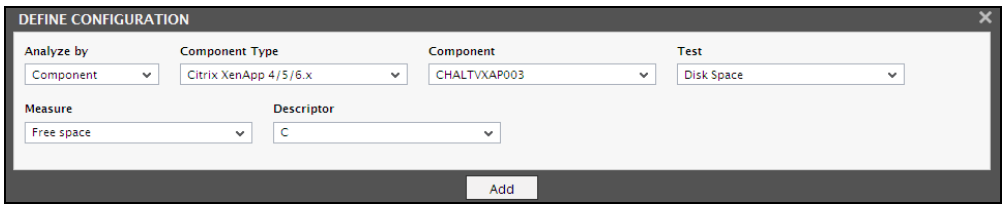


Figure 6.77: Choosing the first measure for correlation

4. When Figure 6.77 appears, do the following:

- In large environments, you might have to choose the component of interest to you from a long list of components. To avoid the drudgery of scrolling an endless component list to locate the component of your choice, you can select a criterion for filtering the component list from the **Analyze by** drop-down. The options are as follows:
    - **Component**: To select the component from the list of managed components of a particular type, select this option from the **Analyze by** list. Then, pick a **Component Type**. This will populate the **Component** list with all managed components of the chosen type. Select a component from this list.
    - **Zone**: If the component you are looking for is part of a zone/sub-zone, then select this option. You will then have to pick the **Zone** to which the component belongs. To search even the sub-zones of the chosen zones for the component, set the **Include Subzone** flag to **Yes**. All component-types that are part of the selected zone will then appear in the **Component Type** list. Upon choosing a type, the components of that type that are part of the zone will then appear in the **Component** list. Pick a component from within.
    - **Segment**: If the component for the correlation is part of a segment, then select this option. Next, pick the **Segment** to which the component belongs, and then pick a **Component Type** from the list of component-types that are part of the segment. Once the **Component** list is populated with those components of the chosen type that are part of the selected segment, pick the component of your choice from within.
    - **Service**: If the component for the correlation is involved in the delivery of a specific service, then select this option. Next, pick the **Service** with which the component is associated, and then pick a **Component Type** from the list of component-types that are part of the service topology. Once the **Component** list is populated with those components of the chosen type that are part of the selected service, pick the component of your choice from within.
- Next, pick the **Test** and then the **Measure** to be correlated.
- If the **Test** selected supports descriptors, then pick the descriptor to be used for the correlation.
- Then, click the **Add** button.

5. Once back in the **Capacity Correlation Report** page (see Figure 6.78), click on the **Select the second measure for Correlation** link therein to add the second measure for the correlation. The steps for adding a measure for correlation have already been discussed at step 4 above.

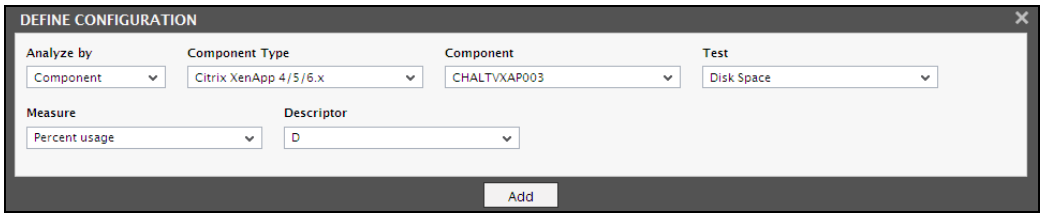


Figure 6.78: Choosing the second measure for correlation

6. Once both measures are added, proceed to provide labels for the X and Y axis of the graph, in case of a **Graph** report (see 6.11). Typically, the first measure you choose will be the X Axis, and the second one will be the Y axis. If no labels are provided, then the measure names will be automatically set as labels for both the axes.

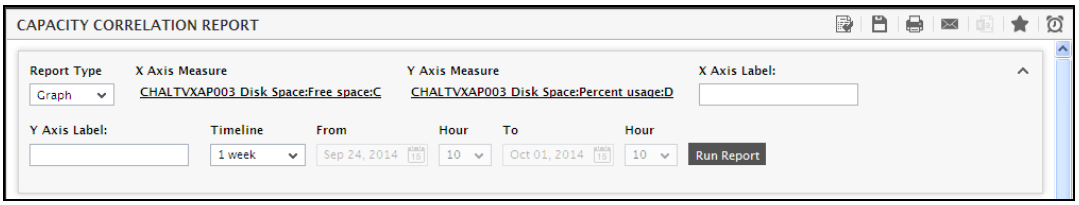


Figure 6.79: Generating the Capacity Correlation Report

7. Then, specify the report **Timeline**.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications.

These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.80). The steps below discuss each of these settings and how they can be customized.

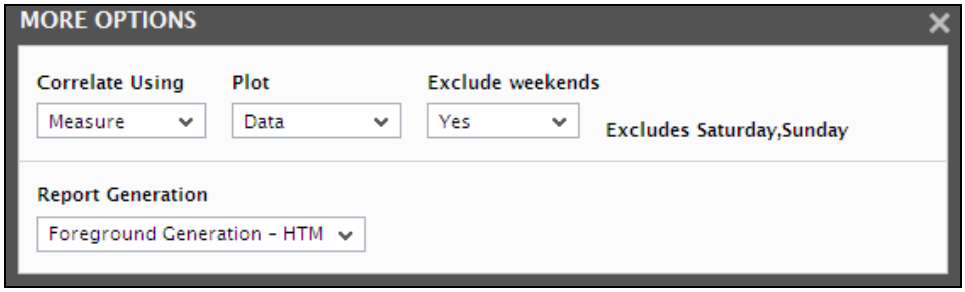


Figure 6.80: The default settings for generating a Capacity Correlation report

9. Next, indicate the type of data to be plotted in the graph by picking an option from the **Correlate Using** drop-down. If raw performance metrics are to be correlated, pick the **Measure** option. If you want to use only the minimum trend values for correlation, then pick the **Min Trend** option. Likewise, to use the maximum trend values, select the **Max Trend** option. Else, select the **Average** option to use the average performance values for correlation. If you choose the **Min Trend**, **Max Trend**, or **Average** options, you will have to select an option from the **Trend Data** list ton to indicate what type of trend values are to be used for the correlation - whether **Hourly** or **Daily**.

10. Select an option from the **Plot** list box to ascertain the graph according to your desire. By default, **Data** option is displayed in this list box indicating that all the Y axis values obtained for the measure will be plotted against their corresponding X axis values. In large environments, where higher amount of values are generated for months of data, the graph that is generated for correlating the measures becomes tedious with multiple Y axis plottings against the X axis data. With such heavy Y axis plottings, overlapping of data makes it difficult for the administrator to understand the graph. Moreover, the administrator may not be interested to track minute variations in the graph when months of data have to be accessed. In such a case, a more legible graph needs to be generated which would enable the administrator to track the changes that had happened during the chosen time period. For generating such a legible graph, you need to plot a single Y axis value against an X axis value. To plot such a Y axis value, select either the **Average/Minimum/Maximum** options from the **Plot** list box. If **Average** option is selected from this list box, then the average of all the Y axis values corresponding to that X axis value will be determined and plotted in the graph.

11. To determine the exact point in the X axis against which the determined Y axis value has to be plotted, you can use the **X Axis Grouping Unit** list box. By default, the **Default Grouping** option is displayed in this list box indicating that the X axis values are determined by default. Suppose if you choose **100** from this list box, your X axis starts at 17000, then, the Y axis values that fall in the range of 17000 and 17100 will be determined. Now, the functionality chosen from the **Plot** list box will be applied on those Y axis values and a single Y axis value will be determined. This Y axis value will be plotted against the median of the X axis value range i.e., this value will be plotted against 17050.
12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.
13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
14. Finally, click the **Run Report** button. If the **Report Type** is **Graph** and **Foreground Generation - HTML** option is chosen from the **Report Generation** list, a **Capacity**

Correlation Report depicted by Figure 6.81 will appear.

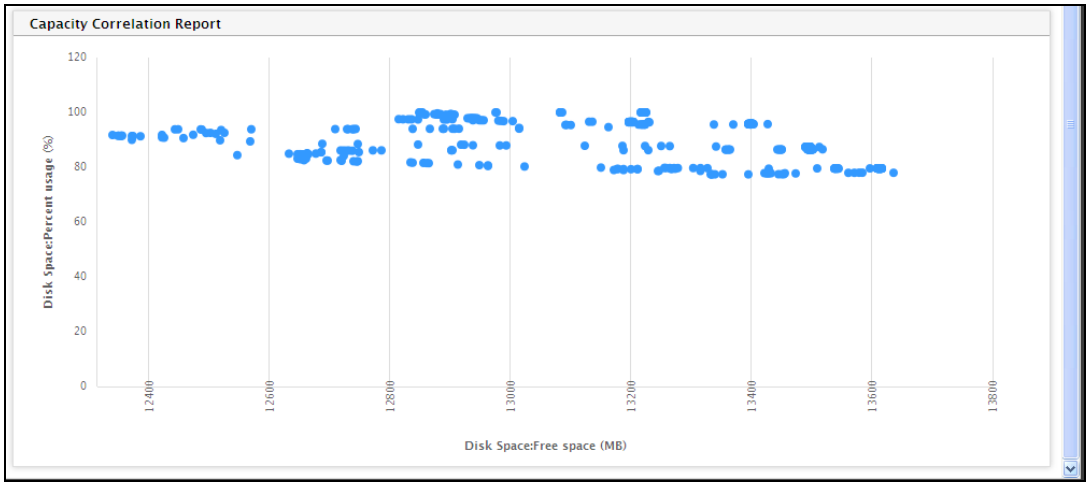


Figure 6.81: A Graphical Capacity Correlation Report

15. In the graph of Figure 6.81, the free space of a disk partition is correlated with the disk space usage of that disk partition. A single glance at the graph would suffice to understand how an increase in the space usage of the disk partition over time has eroded the free space on that disk partition. Using this computation, administrators can determine how much more disk space should be allocated to ensure that there is adequate free space to support higher usage levels.

16. If the **Report Type** is **Graph** and the **Average** option is chosen from the **Plot** list box along with an **X Axis Grouping Unit** of 100, a **Correlation Report** as depicted by 6.11 will appear. The graph depicted by this report will now be more legible when compared to plotting months of data together. This graph will help administrators to track the minute variations in the measure values without compromising on the legibility of the graph.

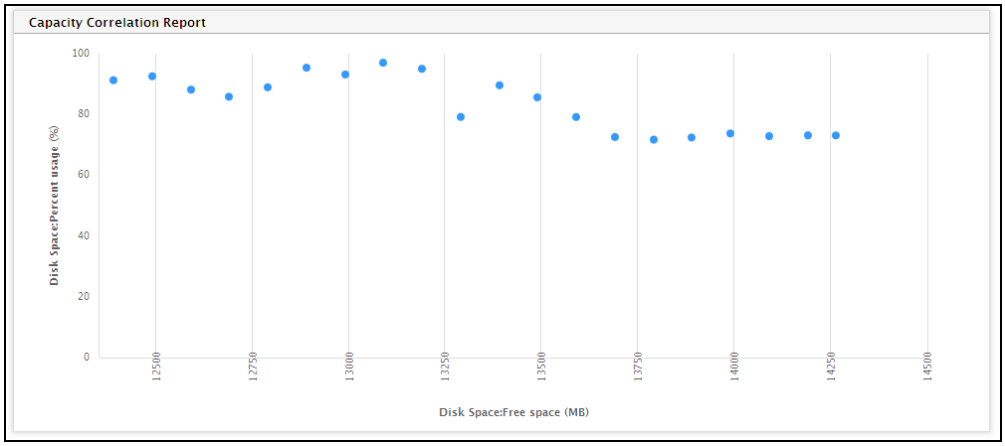
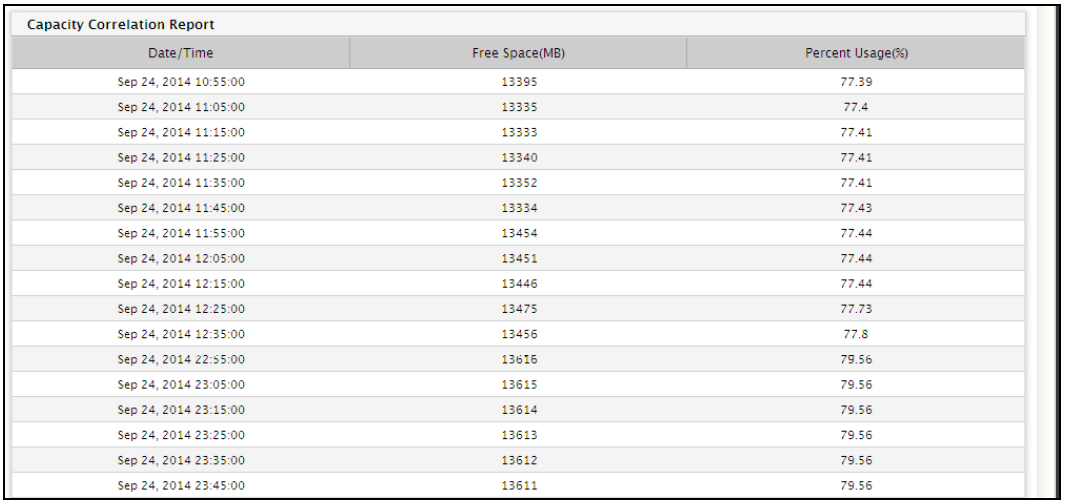


Figure 6.82: The Correlation Report when the *Average* option is chosen from the *Plot* list box

17. If the **Report Type** was **Data** and the **Data** option is chosen from **Plot** list box, then clicking the Run Report button will invoke 6.11, where a tabular comparison of the metrics of the two chosen measures will be available.

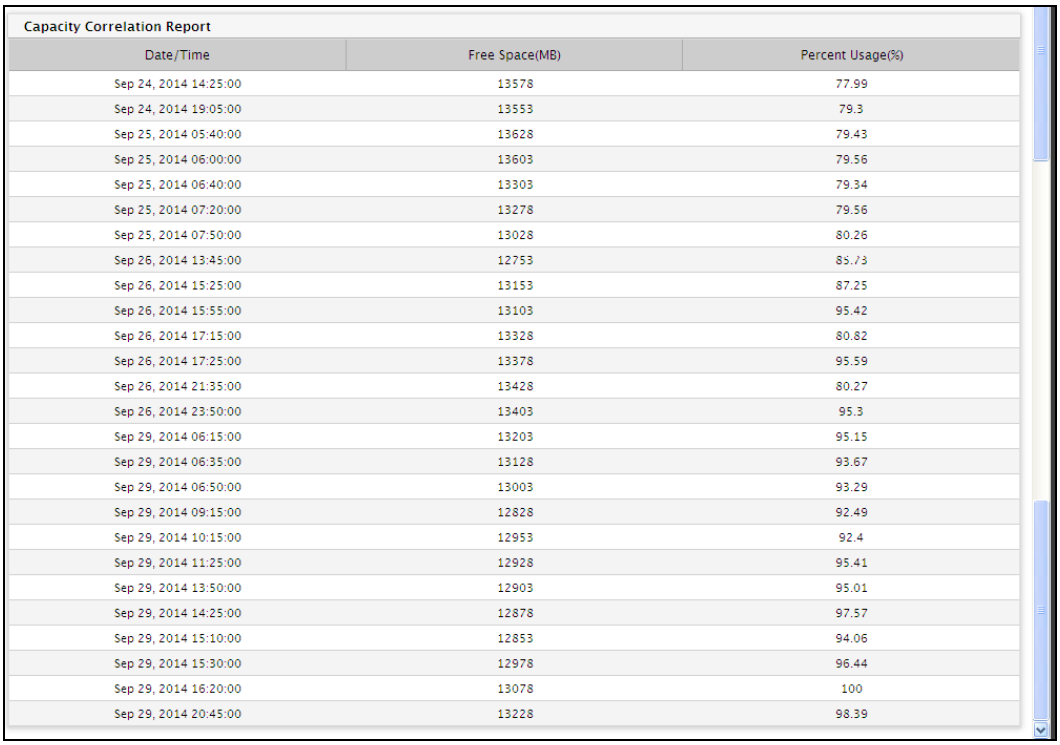


Capacity Correlation Report

Date/Time	Free Space(MB)	Percent Usage(%)
Sep 24, 2014 10:55:00	13395	77.39
Sep 24, 2014 11:05:00	13335	77.4
Sep 24, 2014 11:15:00	13333	77.41
Sep 24, 2014 11:25:00	13340	77.41
Sep 24, 2014 11:35:00	13352	77.41
Sep 24, 2014 11:45:00	13334	77.43
Sep 24, 2014 11:55:00	13454	77.44
Sep 24, 2014 12:05:00	13451	77.44
Sep 24, 2014 12:15:00	13446	77.44
Sep 24, 2014 12:25:00	13475	77.73
Sep 24, 2014 12:35:00	13456	77.8
Sep 24, 2014 22:55:00	13616	79.56
Sep 24, 2014 23:05:00	13615	79.56
Sep 24, 2014 23:15:00	13614	79.56
Sep 24, 2014 23:25:00	13613	79.56
Sep 24, 2014 23:35:00	13612	79.56
Sep 24, 2014 23:45:00	13611	79.56

Figure 6.83: A Correlation Report of type Data

18. If the **Report Type** was **Data** and the **Data** option is chosen from **Plot** list box, then clicking the **Run Report** button will invoke Figure 6.84, where a tabular comparison of the metrics of the two chosen measures will be available.



Capacity Correlation Report

Date/Time	Free Space(MB)	Percent Usage(%)
Sep 24, 2014 14:25:00	13578	77.99
Sep 24, 2014 19:05:00	13553	79.3
Sep 25, 2014 05:40:00	13628	79.43
Sep 25, 2014 06:00:00	13603	79.56
Sep 25, 2014 06:40:00	13303	79.34
Sep 25, 2014 07:20:00	13278	79.56
Sep 25, 2014 07:50:00	13028	80.26
Sep 26, 2014 13:45:00	12753	85.73
Sep 26, 2014 15:25:00	13153	87.25
Sep 26, 2014 15:55:00	13103	95.42
Sep 26, 2014 17:15:00	13328	80.82
Sep 26, 2014 17:25:00	13378	95.59
Sep 26, 2014 21:35:00	13428	80.27
Sep 26, 2014 23:50:00	13403	95.3
Sep 29, 2014 06:15:00	13203	95.15
Sep 29, 2014 06:35:00	13128	93.67
Sep 29, 2014 06:50:00	13003	93.29
Sep 29, 2014 09:15:00	12828	92.49
Sep 29, 2014 10:15:00	12953	92.4
Sep 29, 2014 11:25:00	12928	95.41
Sep 29, 2014 13:50:00	12903	95.01
Sep 29, 2014 14:25:00	12878	97.57
Sep 29, 2014 15:10:00	12853	94.06
Sep 29, 2014 15:30:00	12978	96.44
Sep 29, 2014 16:20:00	13078	100
Sep 29, 2014 20:45:00	13228	98.39

Figure 6.84: A Correlation Report of type Data when *Average* option is selected from the *Plot* text box

19. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

6.12 Prediction Analysis Report

Prediction Analysis Report analyzes the history of metrics and provide a prediction for the future. A Prediction Analysis Report applies built-in prediction mechanisms and sophisticated forecasting techniques on historical data for a metric to automatically compute how that metric is likely to change in the future. The result is a graph where historical data and future predictions are both plotted together.

With the help of **Prediction Analysis Report**, administrators can:

- Clearly understand how load was and how it will change in the future;
- Accurately determine when in the future the current resource capacity of the targets may get exhausted or may be inadequate; this information will enable you to re-evaluate your capacity plans and make sizing changes, so as to provide for such contingencies.
- Isolate the exact times in the future when the overall performance of a target will dip, and also figure out how poorly the targets may perform during such times; potential threats to good health are thus revealed, and efforts to avert them can be initiated early.

Note:

The reliability of the predictions revealed by the **Prediction Analysis Report** depends upon the historical data that is used as the basis for the predictions. If the historical data under consideration exhibits many variations and is highly deviating with frequent surges and dips, the prediction reports will consider only the average of the past performance and accordingly forecast future performance. In such predictions therefore, you may not be able to find distinct high or low performance points.

To generate the **Prediction Analysis Report**, do the following:

1. Select the **Prediction Analysis** option from the **Analytical Reports** node of the **REPORTS BY FUNCTION** tree in eG Reporter.

   Note:

   By default, the **Capacity Planning** option will not be available in the eG Reporter menu - i.e., users are not allowed to configure/generate capacity planning reports by default. To enable the generation of capacity planning and prediction reports, do the following:

   - Edit the **eg_services.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[MISC_ARGS]** section of the file, you will find a **CapacityReportEnabled** flag, which is set to **false** by default. Change this flag to **true**.
   - Save the file.

2. Figure 6.85 will then appear.

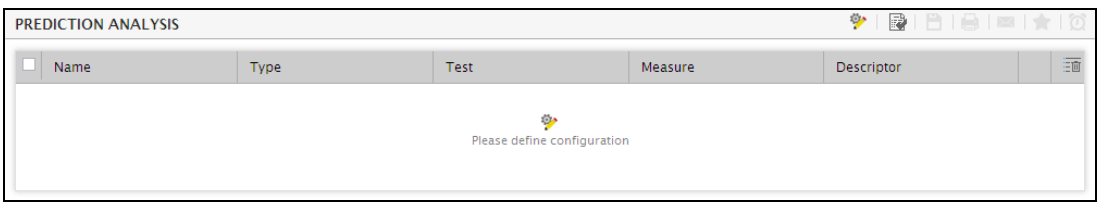


Figure 6.85: The Prediction Analysis report

3. Click on the Please define configuration link in Figure 6.85 to choose the measures for generating the Prediction Analysis reports. Figure 6.86 will then appear.

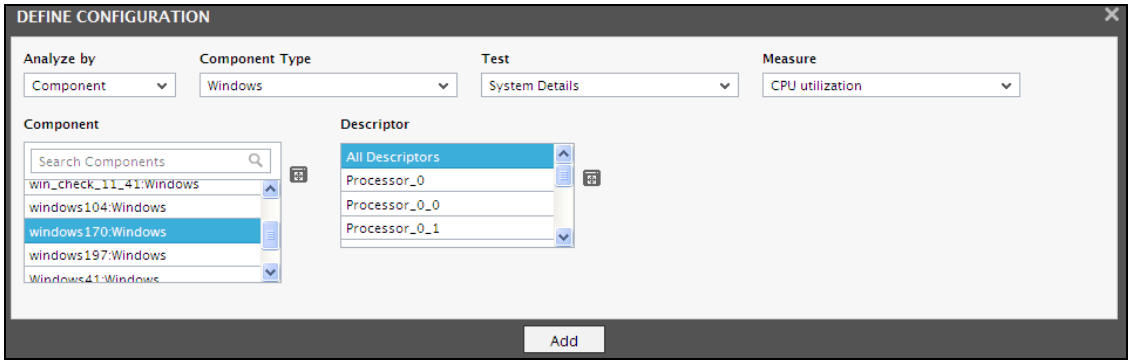


Figure 6.86: Defining the configuration for generating the Prediction Analysis report

4. Pick a criterion for analysis from the **Analyze by** list. Using this report, you can predict the future performance of independent components and those that are part of a segment, service, or a zone. The options provided by the **Analyze by** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components for which this report is to be generated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a capacity planning report for components that are part of a zone. Then, choose a **Zone**. Also, indicate whether the components within the sub-zones of the chosen zone are also to be to be considered for report generation, by selecting an option from the **Include subzone** list.

5. Based on the criterion chosen from the **Analyze by** list, the **Component Type** list will be populated. Select a component type for which the report is to be generated.
6. Of the tests associated with the chosen component-type, select the **Test** to which this report should pertain.
7. From the **Measure** list, choose the measures for which this report is to be generated.
8. All components of the chosen type spread across the environment, or which are within a chosen segment / service / zone (based on the **Analyze by** selection) will be listed in the **Component** list. Pick the components for which the report is to be generated. If the **Component** list consists

of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENT** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.

9. Select the descriptors of interest from the **Descriptor** list; to include all descriptors in the analysis, select the *All descriptors* option.

   Note:

   The **Descriptors** list will be populated with descriptors only if a single component is chosen from the **Components** list. If multiple components are chosen, no descriptors will be displayed here for selection.

10. If the **Descriptor** list consists of too many descriptors, then viewing all the descriptors and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Descriptor** list. The **DESCRIPTOR** pop up window will then appear using which you can view almost all the descriptors in a single interface and select the ones for which the report is to be generated.

11. Then, click the **Add** button. The specification that you built will be added to the box as shown in Figure 6.87. Similarly, multiple specifications can be added. To remove a specification, simply select the check box corresponding to that row in the box, and click the button. To remove all specifications listed in the box, just select the check box before the column head **Name** so that, all listed specifications are marked for deletion; then, click the button.

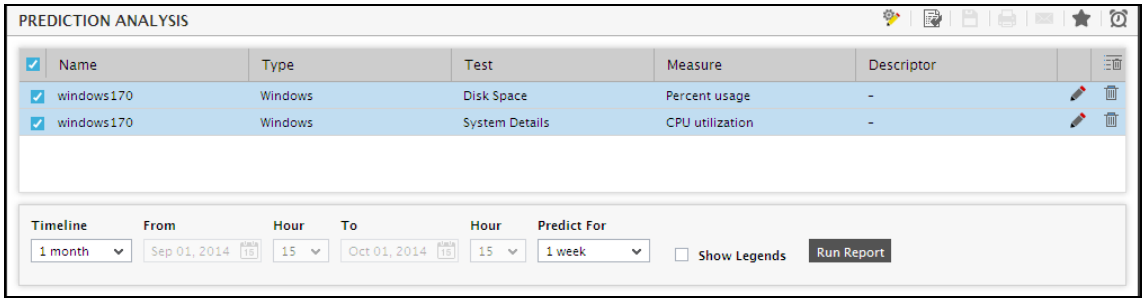


Figure 6.87: Generating the Prediction Analysis report

12. If your specification includes one or more descriptors, you can modify your specification by clicking the button. Figure 6.88 will then appear.

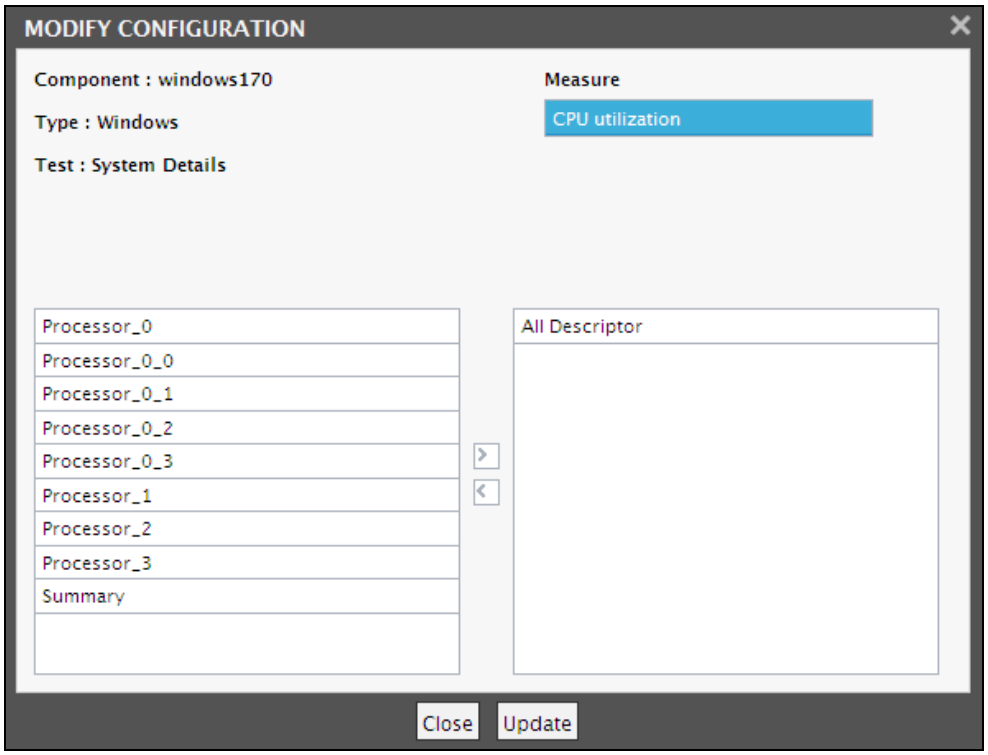


Figure 6.88: Modifying the descriptors

13. To add more descriptors, select one/more options from the **Excluded Descriptors** list in Figure 6.88 and click the **>** button. To remove descriptors, select one/more options from the **Included Descriptors** list and click the **<** button. Finally, click the **Update** button.

14. Also, the **Measure** list in Figure 6.88 will display all the measures for the chosen test, and will indicate which ones have been chosen for report generation. If you want to exclude one/more measures, simply deselect the measures from the **Measure** list, and finally, click the **Update** button.

15. This will lead you back to the report page. Here, provide a **Timeline** for the report.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and

To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

16. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 6.89). The steps below discuss each of these settings and how they can be customized.

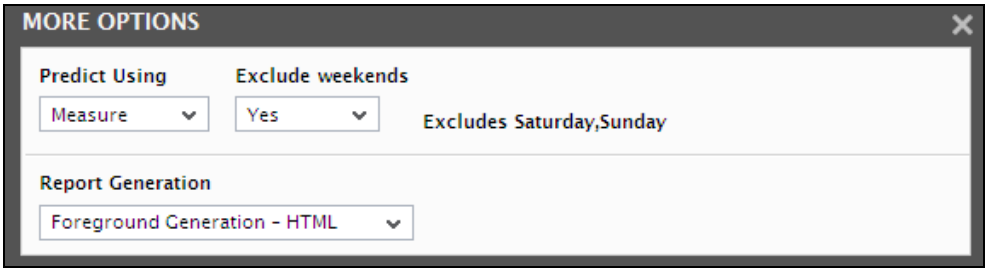


Figure 6.89: The default settings for generating a Prediction Analysis report

17. Next, from the **Predict Using** list (see Figure 6.90), pick the criterion using which the predictions need to be performed. You can choose from the following options:

- **Measure**: If this option is chosen, then the resulting report will plot time-of-day variations in a chosen measure during the past timeline that you provide; in addition, the report will also plot the expected time-of-day variations in that measure during the future timeline that you specify. This option is ideal for measures where you need to closely observe the variations in order to accurately judge future performance.
- **Min Trend**: Select this option if the report should indicate only the minimum values registered by the measure during the past timeline, and how low the measure value can go in the future. This option is ideal for measures such as *Free space* or *Free memory*, where low values are a cause for concern. Using the **Min Trend** report in such cases will enable you to ascertain whether space/memory usage will hit alarming levels in the future; with the help of the warning signals sent out by such a prediction report, you can size your systems and servers adequately, so as to avoid such adversities.

- **Max Trend**: Select this option if the report should indicate only the maximum values registered by the measure during the specified past timeline, and how high the measure can reach in the future. This option is ideal for measures such as *Disk busy* or *Disk space usage*, where high values often indicate a problem condition. Using the **Max Trend** report in such cases will enable you to ascertain whether disk space/activity will hit alarming levels in the future; with the help of the warning signals sent out by such a prediction report, you can size your systems and servers adequately, so as to avoid such adversities.
- **Average**: Select this option if the resulting report should indicate how the measure has been performing, on an average, in the past, and how the average performance will be in the future. Such an option is best suited for measures (such as *CPU utilization*), where you need to clearly distinguish between a sporadic failure and a steady deterioration in performance. The findings from such a report will lead you to potential issues so that, you can quickly initiate preventive action.

18. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.
19. Next, from the **Predict for** list, choose a future timeline for prediction. The resulting graphs will then plot performance forecasts for the chosen timeline. You can predict for a future timeline ranging from 1 week to 1 month.
20. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report**

Generation list will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

21. Finally, click the **Run Report** button to generate the report.
22. If the **Foreground Generation - HTML** option is chosen from the **Report Generation** list, then, Figure 6.90 will appear as soon as the **Run Report** button is clicked.

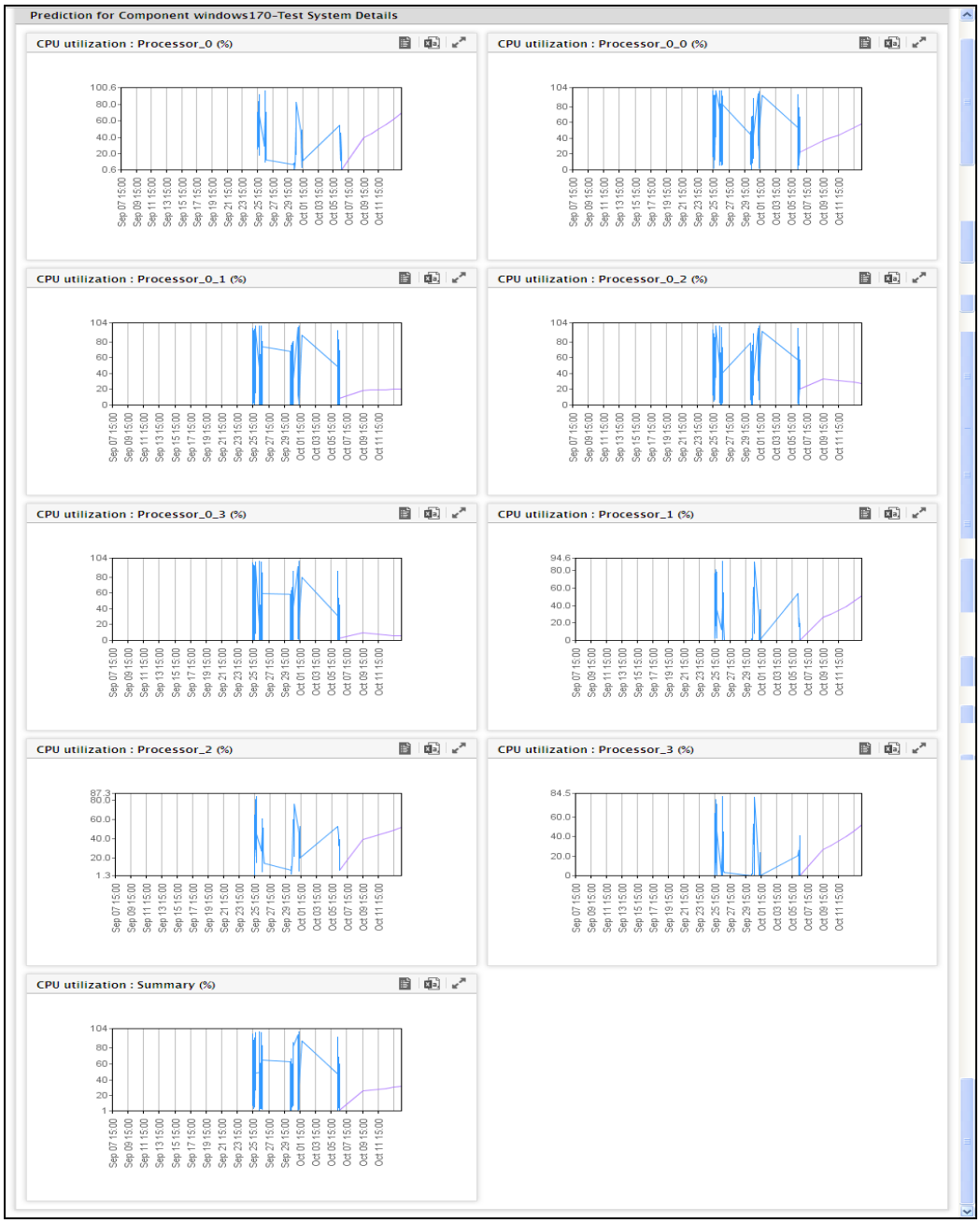


Figure 6.90: The Prediction Report

23. Figure 6.90 provides separate sections for each component-test combination that you have chosen. Under each section, you will find individual graphs for every measure and descriptor chosen. Each of these graphs will not only indicate the variations in the values reported by the chosen measure during the past **Timeline** that you have selected, but will also plot auto-computed forecasts for the future timeline chosen from the **Predict for** list. These future predictions will enable you to pinpoint when in the future performance will peak or hit a low ebb;

you can then plan the capacity of your environment or resize critical targets (if required), to avert the anticipated adversities.

24. Click on a graph to enlarge it.

25. Each graph displayed in Figure 6.90 will be accompanied by a button and a button. Clicking on the button at the right, top corner of a graph will enable you to view the data plotted in the graph, and clicking on the button next to it will enable you to save that graph as a CSV file.

26. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Domain Specific Reports

7.1 Virtual Applications / Desktops Reports

In thin client environments typically, a central server hosts all critical applications, and clients (called 'thin' clients due to their limited memory, CPU, and disk space requirement) are used just to access the applications on the server. Owing to the low licensing cost of applications, lower resource consumption by clients, centralized control, and easy access to applications, thin client or server-based computing has gained in significance. With an increase in popularity and size of deployment, the complexity of such infrastructures and consequently, their monitoring challenges have increased.

The eG Enterprise suite includes customized monitoring and reporting for Citrix, Terminal servers, and virtual desktop environments. The **Citrix /VDI Reports** category in the eG Reporter addresses the unique monitoring requirements of these thin client environments. This category provides valuable insights into different aspects of a thin client infrastructure's performance. This includes:

- Zone reports that provide a comprehensive overview of the health of the server farms;
- User reports that allow administrators to focus on specific users, their activity on the server farms, the applications they often access, and the resources they consume;
- Session reports that highlight session distribution across a farm and access patterns of users;
- Application reports that report on the most popular applications in the farm as well as the most resource intensive applications.

The sections that follow will discuss each of these report options in great detail.

Note:

In order to enable administrators to monitor a server farm as a whole, eG Enterprise allows administrators to group all the VDI servers in a farm to a particular zone, and generate reports pertaining to the zone. If zones are not defined, all the servers in a user's view are considered to be part of the **Default** zone for that user, and a zone report can be obtained for this zone.

7.1.1 Virtual Applications / Desktops - Zone Performance

A **Virtual Applications / Desktops - Zone Performance** report provides a comprehensive overview of the performance of a thin-client farm. Metrics of interest (pre-specified by the administrator) are aggregated across all the Citrix/Microsoft RDS/VMware VDI servers in the farm, and a summary describing the performance of a farm is provided as part of the Zone Performance

report. Additionally, for each of the servers, critical metrics are reported for the timeline chosen by the user. These metrics provide key insights into how the server farm is performing and where the bottlenecks may be.

To view the Virtual Applications / Desktops - Zone Performance report, do the following:

1. Select the **Zone Performance** option from the **Virtual Applications / Desktops** sub-node of the **Domain-specific Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 7.1 will then appear. To monitor the servers that form part of a specific farm, select the **Zone** to which the servers in the farm have been added. By default, the **Zone** list displays only those zones that contain components belonging to thin client servers.

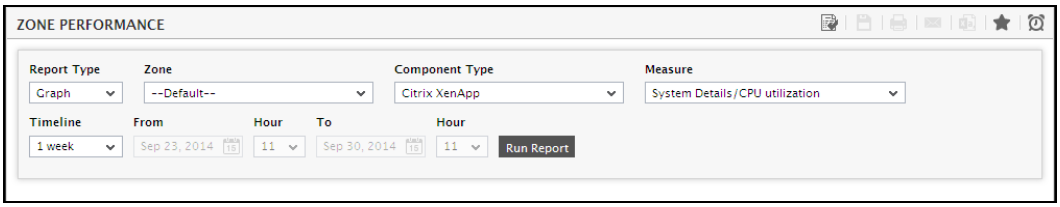


Figure 7.1: Generating a Zone Performance report for a thin client server

3. Once the **Zone** is chosen, eG searches the zone for component types that are applicable for this report. The matching component types alone populate the **Component Type** list. To receive an overview of the performance of all servers of a particular type across a chosen zone, select a **Component type** from this list.

   Note:

   If no zones are currently configured, then you can use the **Default** zone to generate the **Zone Performance**report.

4. Next, choose a **Report Type** (**Graph** or **Data**). The default **Report Type** is **Graph**. To closely observe and clearly understand the behavior of a single performance parameter across a component-type, you can plot a single measure's data alone in a **Graph** report (see Figure 7.1).
5. When the **Report Type** is **Graph**, a **Criteria** list box will appear, containing the complete list of measures that has been configured for generating the report. From this list, pick a measure for which the report is to be generated as a graph (see Figure 7.1).
6. You can either provide a fixed **Timeline** such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

- The default **Timeline** can be set using the **CONSOLIDATED REPORTS** page in the eG administrative interface; to access this page, follow the menu sequence: *Admin -> Settings -> Reporter -> Consolidated Reports*. For more details regarding this page, refer to Section Section **3.4** of this manual.
- Shorter the **Timeline** for a report, lighter would be the query that is executed on the database, and faster the report generation. Report **Timelines** that run across many weeks therefore, cause excessive strain on the database, thus slowing-down report generation. To save the eG backend from injury, eG Enterprise automatically restricts the maximum **Timeline** for which a thin client report can be generated to the lower of the following values:
  - the value of the **Citrix LoginTest** parameter in the **[DDD_CLEANUP]** section of the **eg_format.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory)
  - the value of the **MaxTimeline** parameter in the **[MISC]** section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory).
  - The maximum **Timeline** for which the current user to eG Reporter is permitted to generate reports;

    The **[DDD_CLEANUP]** section is where you define the interval (in days) at which the detailed diagnosis of specific tests is to be purged from the database. For the **Citrix LoginTest**, the default interval is set to 32 days (i.e., just over a month), indicating that, by default, the detailed diagnosis of the **Citrix LoginTest** is cleared from the database at the end of every month. Since critical thin client reports are generated based on the detailed diagnosis information, a **Timeline** that exceeds the duration set against **Citrix LoginTest** would result in a report that displays invalid/no data. This duration however, is configurable. Similarly, you can also configure a **MaxTimeline** in the [misc] section of the **eg_report.ini** file. By default, this parameter is set to **168** (hours), indicating that the maximum **Timeline** for a thin client report is **1 week** (i.e., 24 * 7 = 168 hours). Also, while creating user profiles using the eG administrative interface, an administrator can indicate the maximum timeline for which that user can generate reports, so as to avoid long running reports.

    Now, assume that you have set the **Citrix LoginTest** parameter to 21 days (i.e., 3 weeks) and the **MaxTimeline** parameter to 336 hours (i.e., 2 weeks). Also, say that user john with access rights to eG Reporter has been configured to generate reports for a maximum timeline of 1 week. Therefore, whenever user john logs into eG Reporter and attempts to generate a thin client report, eG Enterprise compares the three values, picks the lowest of the three, and sets that value as the maximum **Timeline** for thin client reports. In our example, the maximum timeline settings of user john (i.e., 1 week) is the lowest Therefore,

the maximum value that will be available for selection from the **Fixed Timeline** list box in the thin client report page will be **1 week**.

Note that this timeline restriction does not apply to fixed timeline settings alone. If a user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification is equal to or below the lowest of the three values discussed above. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Criteria**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.2). The steps below discuss each of these settings and how they can be customized.

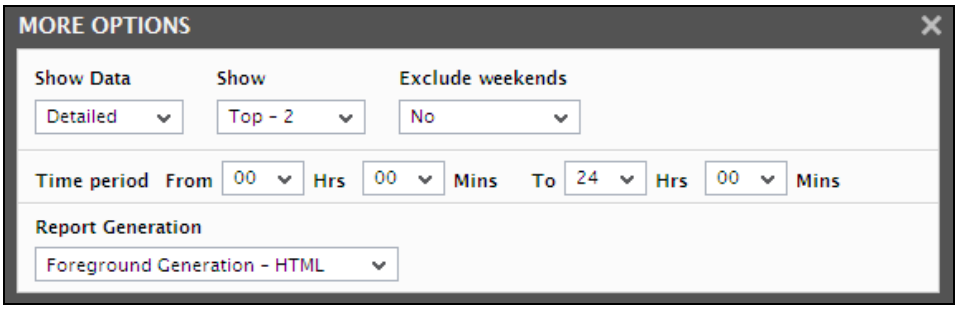


Figure 7.2: The default settings for generating a thin client Zone Performance report

8. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly

summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.2. By default, the **Detailed** option is selected in Figure 7.2 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.

- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the **Run Report** button to generate the report, a message box appears informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **Cancel** button.

9. Next, specify the start time and end time for report generation against the **Time period** field.

   Note:

   The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: *Configure -> Reports -> Consolidated*. For more details regarding this page, refer to Section Section **3.4** of this manual.

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    You can configure the days of the week that need to be considered as a 'weekend' using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: *Configure -> Reports -> Consolidated*. For more details regarding this page, refer to Section Section **3.4** of this manual.

11. Besides a pie chart, the report of type **Graph** will also invoke a comparative bar graph. This bar graph will, by default, reveal the top - 10 components (of a particular type or across all types) in the selected **Zone** in terms of the **Measure** chosen. This is why, the **Show** list is set to **Top-10** by default. You can however view any number of top/bottom players in a particular performance area by picking any top or last option from the **Show** list.

    Note:

    By default, the values displayed in the **Show** list range from top-10 to Last-10. This is because, the **Showtop** parameter in the [infos] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) is set to 10, by default. You can, if required, configure the

Show list to display a different range of options. For this, specify a different number against the **Showtop** parameter, and save the **eg_report.ini** file.

12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports online or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button to generate the report.

14. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke 7.1.1, which will comprise of the following:

    - A distribution pie chart that reveals the number of components in different distribution ranges (see 7.1.1). The distribution ranges are obtained based on the first of the configured functions for the chosen **Criteria**. For instance, assume that *CPU utilization* is the chosen **Criteria**. Say that you have configured to display the *Avg* and *Max* of *CPU utilization* in the zone report. Typically, both these configured values will appear only in a **Data** report. In the case of a

Graph report however, the first of the two functions - i.e., *Avg* of *CPU utilization* - alone is calculated for every component of the chosen component-type. The resulting pie chart enables administrators to deduce, at a glance, the number of components where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the components that fall within the value range represented by that slice (see Figure 7.4). Against every component name, the actual values for each of the configured functions (both *Avg* and *Max*, in our example), and also the **Health %** of each of the components will be displayed. A zone-level **Summary** of the chosen **Measure** and the **Normal %** will also be available.

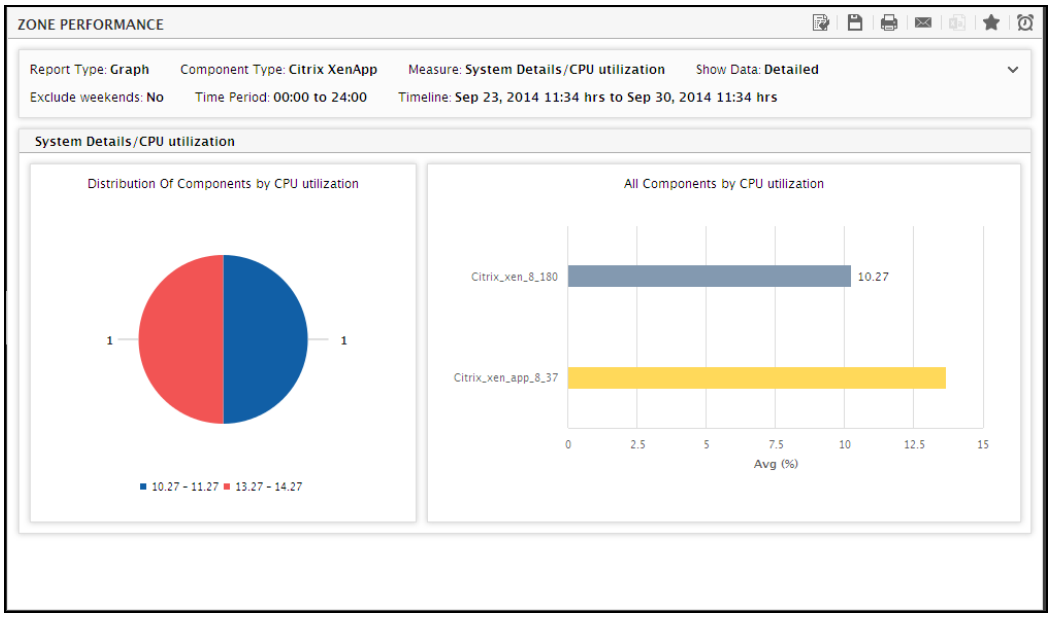


Figure 7.3: A graphical Zone report

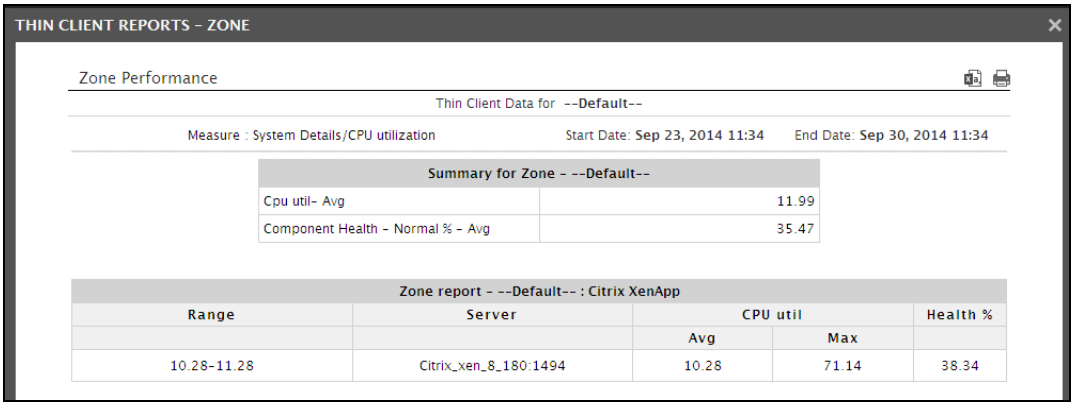


Figure 7.4: A list of components with *CPU utilization* in a given range

Note:

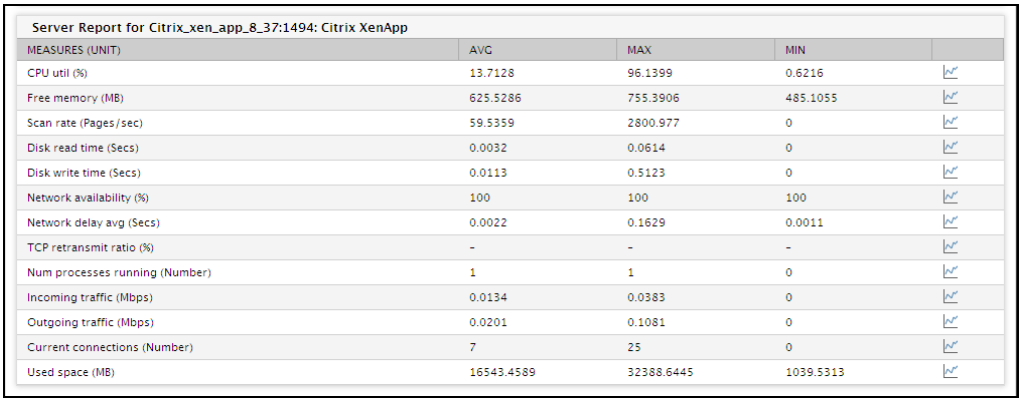
By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [zone_report] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[ZONE_REPORT]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the components that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *CPU utilization* measure, this bar chart reveals the components that are the top CPU-consumers. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**. Clicking on the bar corresponding to a server name results in a **Server Report** (see Figure 7.5) that enables you to focus on the performance of that server.



Server Report for Citrix_xen_app_8_37:1494: Citrix XenApp

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	13.7128	96.1399	0.6216	
Free memory (MB)	625.5286	755.3906	485.1055	
Scan rate (Pages/sec)	59.5359	2800.977	0	
Disk read time (Secs)	0.0032	0.0614	0	
Disk write time (Secs)	0.0113	0.5123	0	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0022	0.1629	0.0011	
TCP retransmit ratio (%)	-	-	-	
Num processes running (Number)	1	1	0	
Incoming traffic (Mbps)	0.0134	0.0383	0	
Outgoing traffic (Mbps)	0.0201	0.1081	0	
Current connections (Number)	7	25	0	
Used space (MB)	16543.4589	32388.6445	1039.5313	

Figure 7.5: The server report that appears upon clicking on a bar chart

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[ZONE_REPORT]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.
- Finally, save the **eg_report.ini** file.

Similarly, you can configure the depth of the bars in the bar chart by specifying a numeric value against the **3DDepthforChart** parameter in the **[ZONE_REPORT]** section of the **eg_report.ini** file (in the **[EG_INSTALL_DIR]\manager\config** directory).

By default, 10 bars will be visible in a single glance in the bar chart. If there are more bars, you will have to scroll down to view them. This default setting can be overridden by editing the **eg_report.ini** file (in the **[EG_INSTALL_DIR]\manager\config** directory). The **[ZONE_REPORT]** section of this file contains a **VisibleSamples** parameter that holds the default value 10. You can change this value.

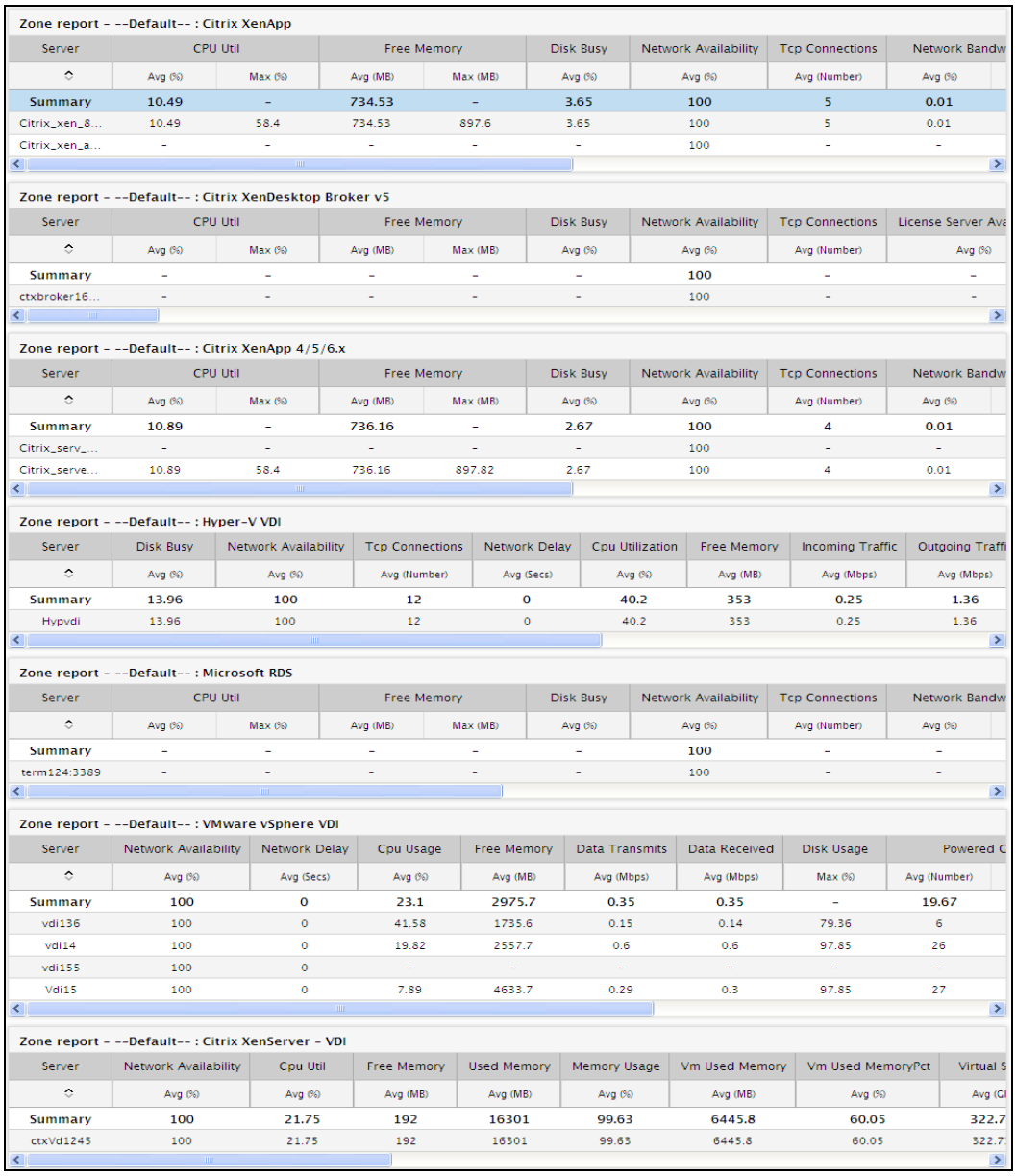
Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory. The **[ZONE_REPORT]** section of the file defines the 20 default colors of the distribution and bar charts:

```
[ZONE_REPORT]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7


distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,

#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

15. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.
16. If the **Report Type** is **Data** , then, like in the case of a **Graph** report, specify a **Time period**, indicate whether to **Exclude weekends** or not, indicate whether report is to be generated using **Detailed** data or **Trend** data, and then provide a report **Timeline**.
17. Finally, click the **Run Report** button.
18. The **Data** report will display two tables providing the user-configured details (see Figure 7.6) for the chosen component-type. By default, the **Summary** section of the report will display the average values of each of the configured measures across the farm. In the section providing per-server information though, eG Enterprise will display multiple values for a measure depending upon the number and type of functions that have been configured for the measure. For example, in Figure 7.6, note that the second section displays both the *Avg* and *Max* values for the *Cpu util* measure, but only the *Avg* value for the *Network Availability* measure.



Zone report - --Default-- : Citrix XenApp

Server	CPU Util		Free Memory		Disk Busy	Network Availability	Tcp Connections	Network Bandw
	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (%)	Avg (%)	Avg (Number)	Avg (%)
Summary	**10.49**	-	**734.53**	-	**3.65**	**100**	**5**	**0.01**
Citrix_xen_8...	10.49	58.4	734.53	897.6	3.65	100	5	0.01
Citrix_xen_a...	-	-	-	-	-	100	-	-

Zone report - --Default-- : Citrix XenDesktop Broker v5

Server	CPU Util		Free Memory		Disk Busy	Network Availability	Tcp Connections	License Server Ava
	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (%)	Avg (%)	Avg (Number)	Avg (%)
Summary	-	-	-	-	-	**100**	-	-
ctxbroker16...	-	-	-	-	-	100	-	-

Zone report - --Default-- : Citrix XenApp 4/5/6.x

Server	CPU Util		Free Memory		Disk Busy	Network Availability	Tcp Connections	Network Bandw
	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (%)	Avg (%)	Avg (Number)	Avg (%)
Summary	**10.89**	-	**736.16**	-	**2.67**	**100**	**4**	**0.01**
Citrix_serv_...	-	-	-	-	-	100	-	-
Citrix_serve...	10.89	58.4	736.16	897.82	2.67	100	4	0.01

Zone report - --Default-- : Hyper-V VDI

Server	Disk Busy	Network Availability	Tcp Connections	Network Delay	Cpu Utilization	Free Memory	Incoming Traffic	Outgoing Traffi
	Avg (%)	Avg (%)	Avg (Number)	Avg (Secs)	Avg (%)	Avg (MB)	Avg (Mbps)	Avg (Mbps)
Summary	**13.96**	**100**	**12**	**0**	**40.2**	**353**	**0.25**	**1.36**
Hypvdi	13.96	100	12	0	40.2	353	0.25	1.36

Zone report - --Default-- : Microsoft RDS

Server	CPU Util		Free Memory		Disk Busy	Network Availability	Tcp Connections	Network Bandw
	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (%)	Avg (%)	Avg (Number)	Avg (%)
Summary	-	-	-	-	-	**100**	-	-
term124:3389	-	-	-	-	-	100	-	-

Zone report - --Default-- : VMware vSphere VDI

Server	Network Availability	Network Delay	Cpu Usage	Free Memory	Data Transmits	Data Received	Disk Usage	Powered C
	Avg (%)	Avg (Secs)	Avg (%)	Avg (MB)	Avg (Mbps)	Avg (Mbps)	Max (%)	Avg (Number)
Summary	**100**	**0**	**23.1**	**2975.7**	**0.35**	**0.35**	-	**19.67**
vdi136	100	0	41.58	1735.6	0.15	0.14	79.36	6
vdi14	100	0	19.82	2557.7	0.6	0.6	97.85	26
vdi155	100	0	-	-	-	-	-	-
Vdi15	100	0	7.89	4633.7	0.29	0.3	97.85	27

Zone report - --Default-- : Citrix XenServer - VDI

Server	Network Availability	Cpu Util	Free Memory	Used Memory	Memory Usage	Vm Used Memory	Vm Used MemoryPct	Virtual S
	Avg (%)	Avg (%)	Avg (MB)	Avg (MB)	Avg (%)	Avg (MB)	Avg (%)	Avg (G
Summary	**100**	**21.75**	**192**	**16301**	**99.63**	**6445.8**	**60.05**	**322.7**
ctxVd1245	100	21.75	192	16301	99.63	6445.8	60.05	322.7

Figure 7.6: The Zone Data Report

19. Besides the above-mentioned details, the second section of the **Data** report also contains a **Health %** column. This column indicates the percentage of time a particular server has been in the Normal state during the chosen timeline. If a server has remained the constant victim of problems during the specified time period, then this percentage will obviously be low. To drill down to the root-cause of the issues affecting the server, click on the corresponding **Health %** value. This will lead you to the Executive report of the problem server, which will reveal when and what type of problems were encountered by the server.

20. Also, to focus on the health of a particular server displayed in the zone **Data** report, click on the

corresponding **Server** name in Figure 7.6. The **Server Report** will then appear (see Figure 7.7).

Server Report for Citrix_xen_8_180:1494: Citrix XenApp

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	10.6413	70.7257	0	
Free memory (MB)	660.5195	897.5977	341.75	
Scan rate (Pages/sec)	3.3779	532.3548	0	
Disk read time (Secs)	0.0053	0.5137	0	
Disk write time (Secs)	0.0016	0.1254	0	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0019	0.005	0.0011	
TCP retransmit ratio (%)	0.4161	5.6904	0.02	
Num processes running (Number)	1	1	0	
Incoming traffic (Mbps)	0.0771	8.8292	0	
Outgoing traffic (Mbps)	0.1089	0.4254	0	
Current connections (Number)	5	18	0	
Used space (MB)	17619.6789	34766.4531	1153.2852	

Figure 7.7: The Server report of the problem server in the farm report

As stated earlier, you can configure the information that needs to appear in the zone report, by editing the **eg_ report.ini** file in the **<EG_ INSTALL_ DIR>\manager\config** directory. For example, to generate the report depicted by Figure 7.6, specify the following in the [zone_report] section of the **eg_report.ini** file:

```
[ZONE_REPORT]
Citrix_MF_XP:SystemTest:Cpu_util#Cpu util=Avg,Max
Citrix_MF_XP:SystemTest:Free_memory#Free Memory (MB)=Avg,Max
Citrix_MF_XP:DiskActivityTest:Percent_busy#Disk busy=Avg
Citrix_MF_XP:NetworkTest:Availability#Network Availability %=Avg
Citrix_MF_XP:TcpTest:Current_connections#Tcp conns=Avg
Citrix_MF_XP:NetworkTrafficTest:Bandwidth_usage#Network bandwidth usage %=Avg,Max
Citrix_MF_XP:CtxConnectionTest:Availability#Citrix availability %=Avg,Max
Citrix_MF_XP:CtxConnectionTest:Pkt_loss_pct#Citrix pkt loss %=Avg,Max
Citrix_MF_XP:CtxDisconnectsTest:Total_disconnects#Total disconnects=Avg,Max
```

Citrix_MF_XP:SystemTest:Cpu_util#Cpu util=Avg,Max

Typically, measure configurations in the **[ZONE_REPORT]** section of the **eg_report.ini** file should be of the following format:

<InternalComponenttype>:<InternalTest>:<InternalMeasure>#<Display name of measure>=<Comma-separated list of functions>

Before proceeding with the configuring, determine the internal component type, test, and measure names, using the procedure discussed in Page Section of this manual.

Accordingly, in the first line of the example above:

- Citrix_MF_XP is the <InternalComponenttype>
- SystemTest is the <InternalTest> that reports the measure of interest to us
- Cpu_util is the <InternalMeasure> that is to be displayed in the report page
- The display name of the measure is Cpu util, and finally,
- Avg and Max are the functions that are to be executed on the value of the Cpu_util measure
- The other measures that have been configured are: Free_memory, Percent_busy, Availability (network), Current_connections, Bandwdith_usage, Availability (Citrix), Pkt_loss_pct, Total_ disconnects.

This indicates that for the Citrix servers in a zone, the **Summary** section of the report will display the average values of each of the configured measures. However, for each of the Citrix servers in the zone, the following values will be displayed in the second section of the report:

- The average (*Avg)* of *CPU utilization*
- The *Max* of *CPU utilization*
- The average (*Avg*) of *Free memory*
- The *Max* of *Free memory*
- The average (*Avg*) of *Percent_busy*
- The average (*Avg*) of network *Availability*
- The average (*Avg*) of *Current_connections*
- The average (*Avg*) of *Bandwidth_usage*
- The average and maximum (*Max*) of *Bandwidth_usage*
- The average (*Avg*) of connection *Availability*
- The maximum (*Max*) of connection *Availability*
- The average (*Avg*) *Packet loss*
- The maximum (*Max*) *Packet loss*
- The average (*Avg*) of *Total disconnects*
- The maximum (Max) of Total disconnects

Note:

- If functions such as Avg, Max, etc., are not explicitly configured in the **[ZONE_REPORT]** section in the manner discussed above, then the second section of the farm report will, by default, display the average (Avg) values for the configured measures.
- If a display name is not provided for a measure, then the actual measure name will automatically become the display name.

Sessions Reports

7.1.1.1 Sessions by Servers Report

Server farms are often sized based on expectations of the number of simultaneous sessions that the farm will be required to support and the average duration of each session. A significant deviation in either the number of simultaneous sessions or the duration of sessions may warrant a rethink of the farm's capacity. Hence, session activity in a farm is one of the most critical metrics to track and report on. An analysis of the session activity in a farm can indicate:

- How many simultaneous sessions does the farm handle?
- Is the session load evenly balanced across the servers in the farm?
- What is the average duration of a user's session?
- How many unique users are logging into the farm?
- Which are the users with longest sessions (since long sessions often take more server resources)?

Administrators need to closely observe the session activity on a Citrix/Microsoft RDS/VMware VDI server so as to make a fair judgment of current server capacity and make sizing recommendations for the future. To facilitate effective session monitoring, eG Enterprise provides a comprehensive **Sessions by Servers** report. Besides furnishing pre-configured details pertaining to Citrix / Microsoft RDS server sessions and user sessions to virtual desktops in a farm, this report also leads to a page listing the longest sessions and the users with the maximum access duration both at the farm level and individual server level. This enables administrators identify sessions that have been open for a long period of time and the users who have probably kept them open, investigate the reasons for this abnormal behavior, and immediately initiate the required remedial action. Using the user session analysis report, administrators can also verify whether the server has been sized commensurate to its active and anticipated workload, and can thus perform effective capacity planning.

User Session Analysis reports are also useful for compliance to emerging standards like Sarbanes Oxley. Using these reports, an administrator can list all the users who have accessed any of the servers in the farm. Thus, any unauthorized access can be spotted and corrected.

To view the Sessions By Servers report, do the following:

1. Follow the menu sequence: REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> Sessions -> Sessions by Servers.
2. Figure 7.8 will then appear. To monitor the Citrix/Microsoft RDS/VDI servers pertaining to a farm, select the **Zone** to which the servers in the farm have been added.

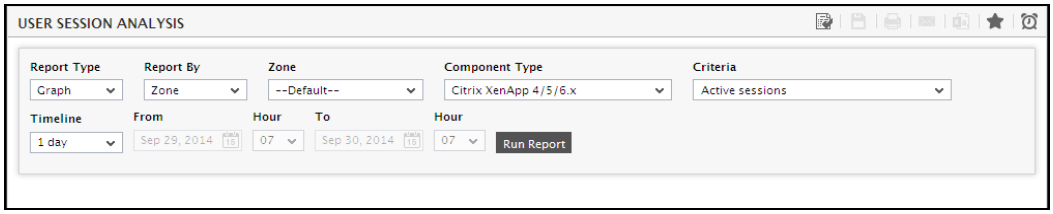


Figure 7.8: Generating a User Session Analysis Report

3. When Figure 7.8 appears, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the user sessions on one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the user sessions on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the user activity on all the managed vSphere ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Report By** list, and then select all the virtual hosts listed in the **Components** list of Figure 7.119. . If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

4. The **Component Type** list is then populated with the *Citrix MF XP*, *Citrix*, *Microsoft RDS, VMware vSphere VDI* options, based on the type of components present in the chosen **Zone**.
5. Next, choose a **Report Type** (**Graph** or **Data**). The default **Report Type** is **Graph**. To closely observe and clearly understand the behavior of a single performance parameter across a zone, you can plot a single measure's data alone in a **Graph** report (see Figure 7.8).
6. When the **Report Type** is **Graph**, a **Criteria** list box will appear, containing the complete list of measures that you have configured for the report. From this list, pick the **Criteria** based on which the graph is to be generated (see Figure 7.8).
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   - The default **Timeline** can be set using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: *Configure -> Reports -> Consolidated*. For more details regarding this page, refer to Section Section **3.4** of this manual.
   - Shorter the **Timeline** for a report, lighter would be the query that is executed on the database, and faster the report generation. Report **Timelines** that run across many weeks therefore, cause excessive strain on the database, thus slowing-down report generation. To save the eG backend from injury, eG Enterprise automatically restricts the maximum **Timeline** for which a thin client report can be generated to the lower of the following values:
     - the value of the **CtxLoginTest** parameter in the [ddd_cleanup] section of the **eg_format.ini** file (in the <EG_INSTALL_DIR>\manager\config directory)
     - the value of the **MaxTimeline** parameter in the [misc] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory).
     - The maximum timeline for which the current user to eG Reporter is permitted to generate reports;

     The **[DDD_CLEANUP]** section is where you define the interval (in days) at which the detailed diagnosis of specific tests is to be purged from the database. For the **CtxLoginTest**, the default interval is set to 32 days (i.e., just over a month), indicating that,

by default, the detailed diagnosis of the **CtxLoginTest** is cleared from the database at the end of every month. Since critical thin client reports are generated based on the detailed diagnosis information, a **Timeline** that exceeds the duration set against **CtxLoginTest** would result in a report that displays invalid/no data. This duration however, is configurable. Similarly, you can also configure a **MaxTimeline** in the [misc] section of the **eg_report.ini** file. By default, this parameter is set to **168** (hours), indicating that the maximum **Timeline** for a thin client report is **1 week** (i.e., 24 * 7 = 168 hours). Also, while creating user profiles using the eG administrative interface, an administrator can indicate the maximum timeline for which that user can generate reports, so as to avoid long running reports.

Now, assume that you have set the **CtxLoginTest** parameter to 21 days (i.e., 3 weeks) and the **MaxTimeline** parameter to 336 hours (i.e., 2 weeks). Also, say that user john with access rights to eG Reporter has been configured to generate reports for a maximum timeline of 1 week. Therefore, whenever user john logs into eG Reporter and attempts to generate a thin client report, eG Enterprise compares the three values, picks the lowest of the three, and sets that value as the maximum **Timeline** for thin client reports. In our example, the maximum timeline settings of user john (i.e., 1 week) is the lowest Therefore, the maximum value that will be available for selection from the **Fixed Timeline** list box in the thin client report page will be **1 week**.

Note that this timeline restriction does not apply to fixed timeline settings alone. If a user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification is equal to or below the lowest of the three values discussed above. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.9). The steps below discuss each of these settings and how they can be customized.

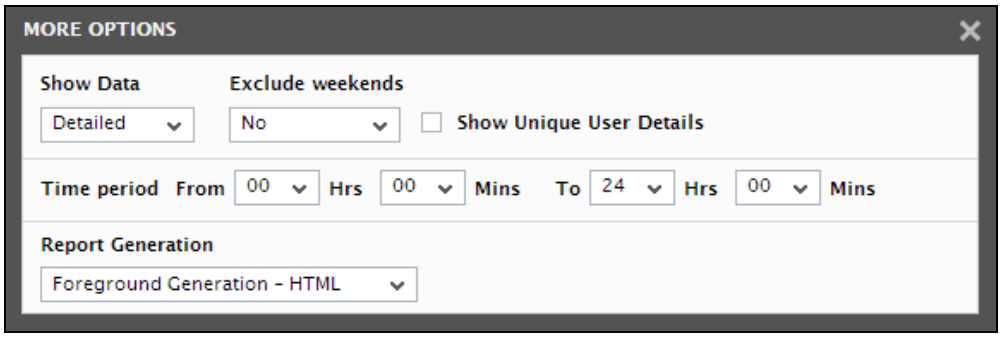


Figure 7.9: The default settings for the generating the User Session Analysis report

9. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information base comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes that much more quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.9. By default, the **Detailed** option is selected in Figure 7.9 indicating that, by default, the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

   - Edit the **eg_services.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
   - In the [misc_args] section of the file, you have an **AvgSumTrends** flag that is set to **Yes** by default. This makes sure that the **Show Data** field appears in the reporter interface, by default.
   - If you set the **AvgSumTrends** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

Note:

- A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
- If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
  - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
  - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
  - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

10. Next, specify the start time and end time for report generation against the **Time period** field.

    Note:

    The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

11. If the timeline specified for the report needs to exclude the data collected during the Weekends,

then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

You can configure the days of the week that need to be considered as a 'weekend' using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button.

14. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.10, which will reveal the following:

- A distribution pie chart reveals the number of components in different distribution ranges (see Figure 7.10). The distribution ranges are obtained based on the first of the configured functions on the chosen **Criteria**. For instance, assume that *Active sessions* is the chosen **Criteria**. Say that you have configured to display the *Avg* and *Max* of *Active sessions* in the session report. Typically, both these configured values will appear only in a **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Active sessions* - alone is calculated for the chosen zone. A quick glance at the pie chart indicates whether or not session load is uniformly distributed across the various components in the zone. Click on a particular slice in the pie chart to view the list of components that fall within the value range represented by that slice (see Figure 7.11). Against every component name, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A zone-level **Summary** of the chosen **Criteria**, and the maximum and average session durations at the zone-level will also be displayed.

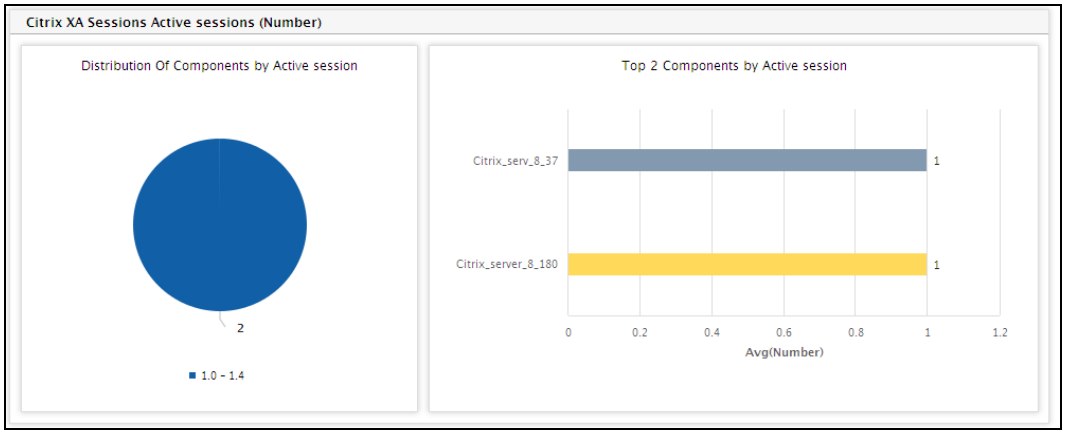


Figure 7.10: A graphical User Session Analysis report

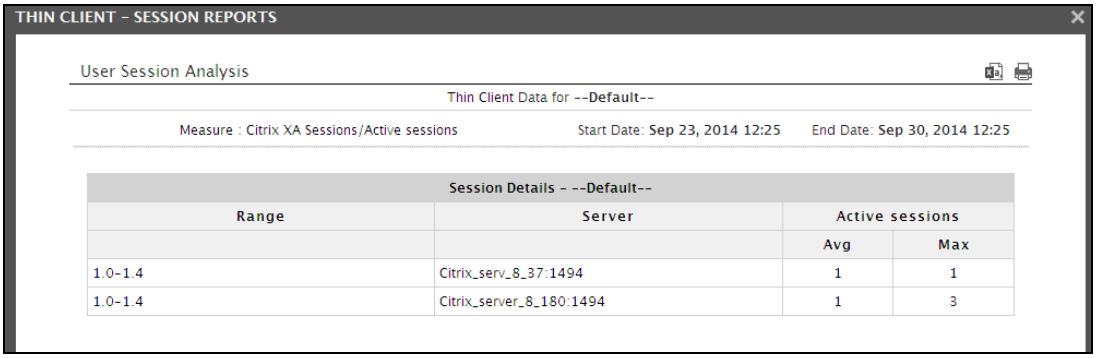


Figure 7.11: A list of components with *Active_sessions* in a given range

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [citrix session report] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[CITRIX SESSION REPORT]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the components that have topped/failed in a selected performance realm (i.e., the **Criteria**) during the specified **Timeline**. For example, for the *Active sessions* measure, this bar chart reveals the top components in terms of current session activity. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Criteria**. Clicking on the bar corresponding to a server name results in a **Server Report**(see Figure 7.12) that enables you to focus on the performance of that server.

Server Report for Citrix_serv_8_37:1494: Citrix XenApp 4/5/6.x

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	15.1822	96.1399	0.696	
Free memory (MB)	624.2442	739.3086	305.8594	
Scan rate (Pages/sec)	51.3331	4135.1679	0	
Disk read time (Secs)	0.0039	0.0462	0	
Disk write time (Secs)	0.0046	0.0817	0	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0022	0.0124	0.0011	
Active sessions (Number)	1	1	0	
Disconnected sessions (Number)	1	1	0	
TCP retransmit ratio (%)	-	-	-	
Num processes running (Number)	2	3	1	
Incoming traffic (Mbps)	0.014	0.1256	0	
Outgoing traffic (Mbps)	0.02	0.1079	0	
Ctx Cpu util (%)	0.0079	0.8333	0	
Memory util (%)	0.6098	3.3992	0	
Current connections (Number)	7	24	0	
Used space (MB)	16548.1029	32862.582	1039.5313	

Figure 7.12: The server report that appears upon clicking on a bar chart

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[CITRIX SESSION REPORT]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.
- Finally, save the **eg_report.ini** file.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the session report, by editing the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. The [citrix session report] section of the file defines the 20 default colors of the distribution and bar charts:

```
[CITRIX SESSION REPORT]
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

15. A **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report. To generate a **Data** report, select **Data** as the **Report Type** (see Figure 7.8).
16. Then, like in the case of a **Graph** report, provide a **Time period**, **Timeline**, indicate whether/not to **Exclude weekends**, and also indicate whether **Detailed** data or **Trend** data is to be used for report generation (see Figure 7.8). Finally, click on the **Run Report** button.

17. If the **Report Type** is **Data** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, upon clicking the **Run Report** button, you will find a report providing session information in two sections. The first section displays the following:

    - the total number of sessions on all Citrix/Terminal/VDI servers (as the case may be) in the farm (see Figure 7.13)
    - the average and maximum duration of the sessions on the Citrix/Terminal/VDI servers (as the case may be) in the farm (see Figure 7.13)

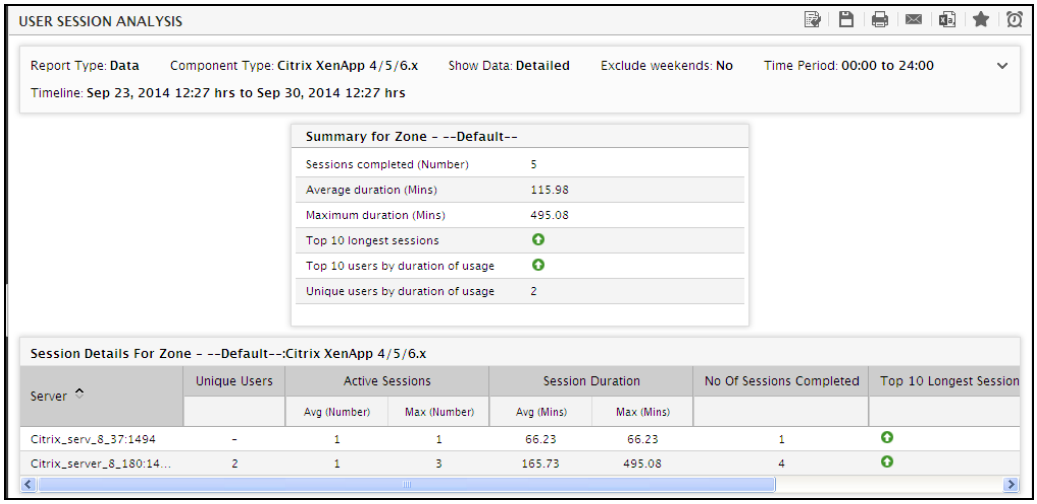


Figure 7.13: The Session report for Citrix XenApp 4/5/6.x servers in a farm

18. Links to the top sessions (see Figure 7.13) and users (see Figure 7.13) in the farm will also be available in this section. Clicking on the Up-arrow hyperlink corresponding to the **Top <N> longest sessions** entry will reveal , which will provide the details of the top sessions in the farm. The details include the servers that were accessed, the users who accessed them, the time of login, and the duration of access. Click on the Back button in to return to the previous page. Similarly, clicking on the Up-arrow hyperlink corresponding to the **Top <N> users** entry in the summary section, will lead you to Figure 7.15 that reveals the top users in the farm in terms of duration of access.

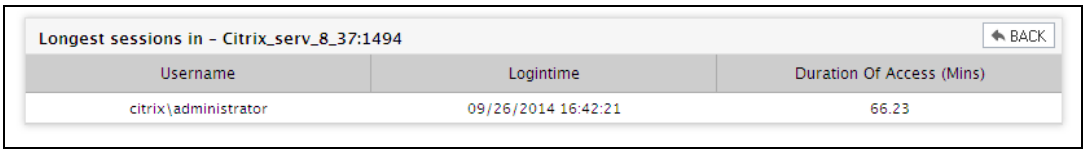


Figure 7.14: The longest sessions in the farm

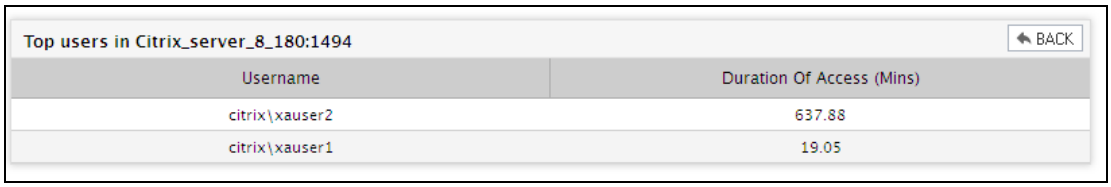


Figure 7.15: The top users of the farm

19. Besides, the total number of 'distinct' users to the zone during the given **Timeline**, is also displayed in the first section of Figure 7.13. Clicking on the number of **Unique users** invokes a distribution bar chart that depicts the number of unique users who logged into the farm every day during the specified **Timeline** (see Figure 7.16). This chart enables you to identify the exact date on which there was excessive user activity on the zone. To know which users have contributed to this abnormal user activity, click on the bar that corresponds to the 'busy' day. A list of distinct users to the Citrix/Microsoft RDS/VDI servers in the zone on that date will then appear (see Figure 7.17).

Figure 7.16: A day-wise distribution chart for the user activity on the zone

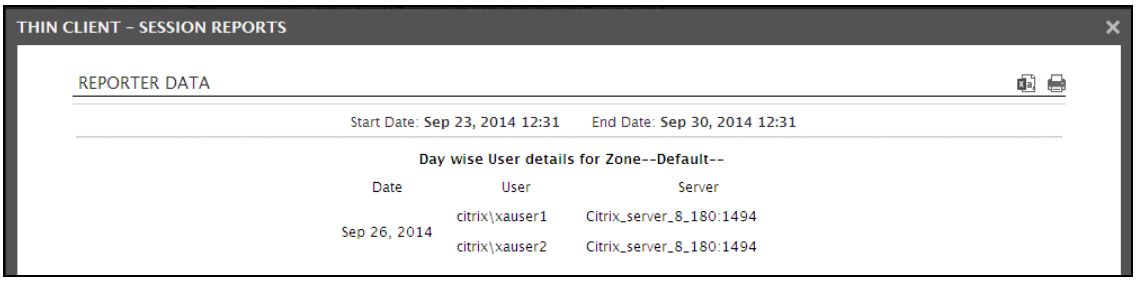


Figure 7.17: The list of users to the farm on a particular date

20. Below the distribution bar graph of Figure 7.16 is a **User details** table that lists the 'distinct' users who logged into one/more of the servers in the farm during the specified **Timeline**. If the list consists of users who have successfully completed one/more sessions on the farm, then such user names alone will be hyperlinked. Clicking on the hyperlink will lead you to the **User Report** of that user for the same **Timeline** (see).

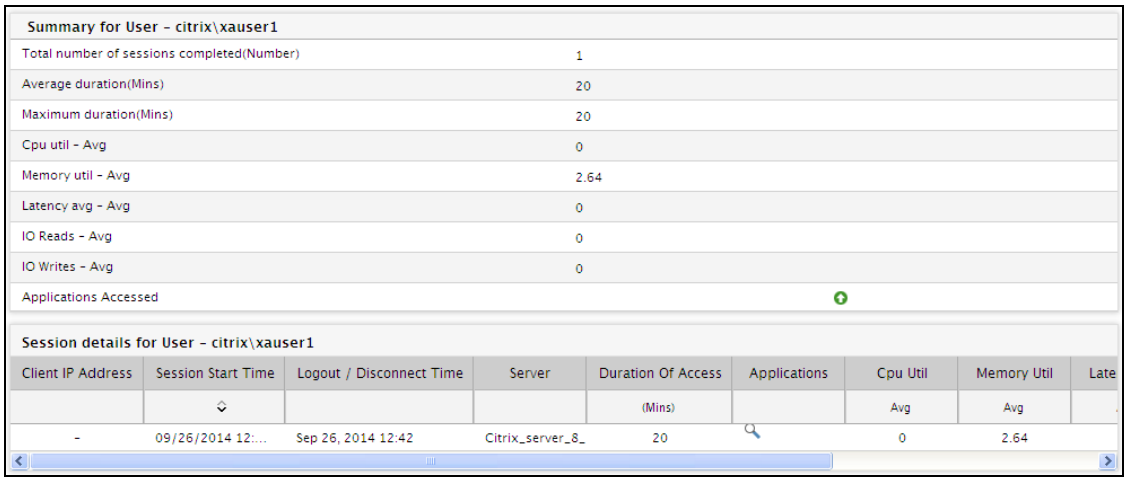


Figure 7.18: User report of the user with completed sessions

21. The second section of the session report consists of a table that provides user-configured session information pertaining to every Citrix/Microsoft RDS/VDI server in the chosen farm (see). Links to the top 'n' sessions (see Figure 7.19) and users (see Figure 7.20) on every Citrix/Terminal/VDI server in the farm will also be available.

Note:

You can configure the **'N'** in the **Top <N>** sessions and users, by editing the **eg_report.ini** file (in the <EG_INSTALL_DIR>**\manager\config** directory). In the [CITRIX SESION REPORT] section of this file, set the **Top** parameter to a particular number as indicated below:

```
[CITRIX SESSION REPORT]
```

```
Top=10
```

In the example above, **Top** has been set to **10**. This ensures that all **'Top-N'** hyperlinks in the session report page now read as **"Top 10"**. Moreover, clicking on the **Top-10** hyperlink will list the top 10 sessions that have remained active for the longest duration, or the top 10 users with the maximum access duration (as the case may be).

22. To zoom into the details pertaining to a particular user, click on the name of the user in the **Top users** list of Figure 7.20. This invokes the **User Report** of that user.

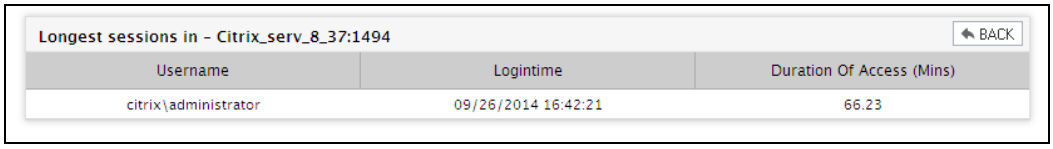


Figure 7.19: The longest sessions on a particular server in the farm

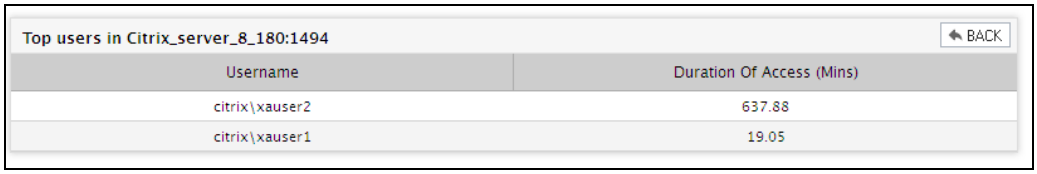


Figure 7.20: The top users on a particular server in the farm

23. In the second section again, the total number of 'distinct' users to every server in the farm will be displayed. Clicking on the number of **Unique users** invokes a distribution bar chart that depicts the number of unique users who logged into the corresponding server every day during the specified **Timeline** (see Figure 7.21). This chart enables you to identify the exact date on which there was excessive user activity on the server. To know which users have contributed to this abnormal user activity, click on the bar that corresponds to the 'busy' day. A list of distinct users to the Citrix/Terminal/VDI server on that date will then appear (see Figure 7.22).

Figure 7.21: The day-wise distribution of users to a particular server

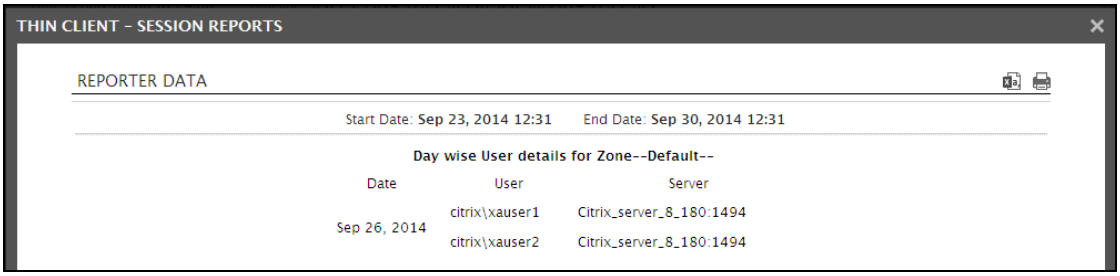
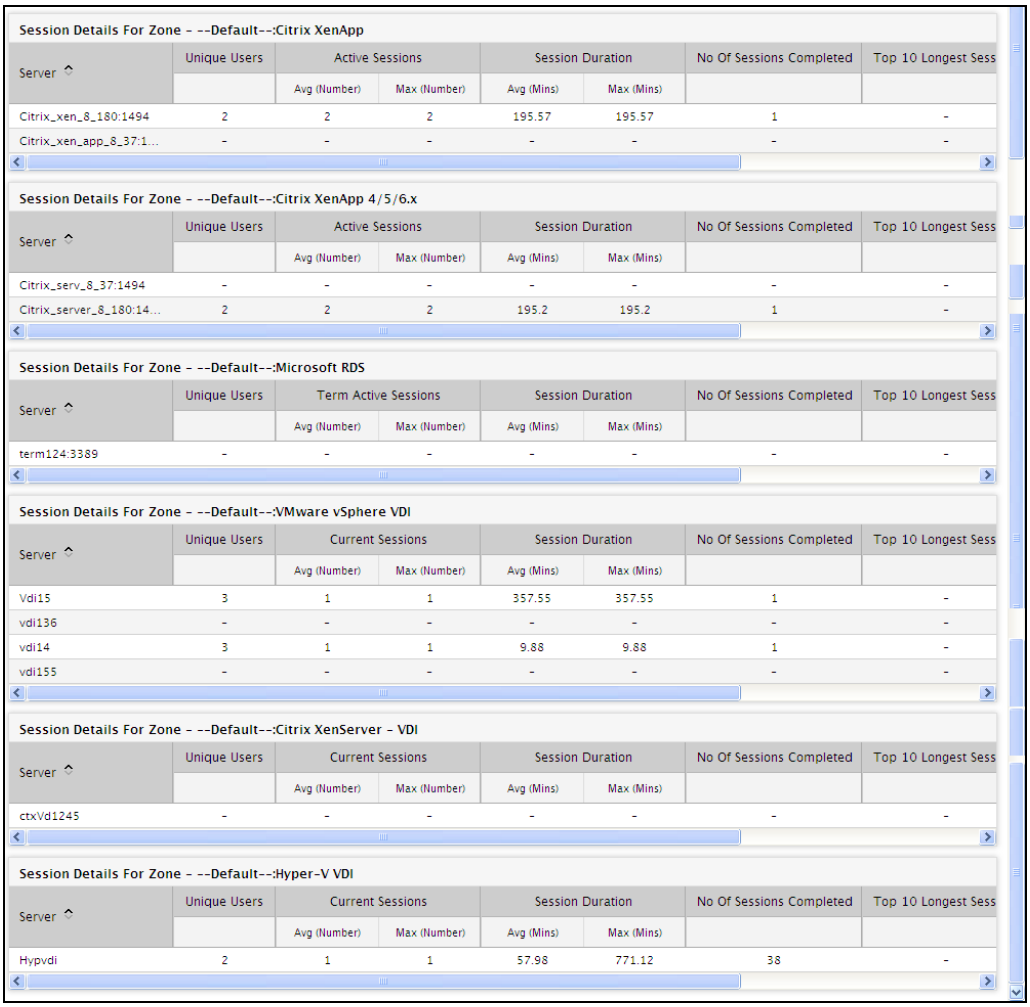


Figure 7.22: The list of users who accessed a particular server on a specific date

24. To know who accessed the server during the specified **Timeline**, take a look at the **User details** table below the distribution bar chart of Figure 7.21. The users with completed sessions to their credit are highlighted by means of a hyperlink, clicking on which leads you to the **User Report** of that user.

25. In case of a **Data** report, the **Component Type** list is populated with an additional *All Types* option. A **Data** report for *All Types* in a chosen zone will not consist of a farm-level summary; instead, you will have sections providing the session details pertaining to every server under each component-type of the chosen zone (see Figure 7.23).



Session Details For Zone - --Default--:Citrix XenApp

Server	Unique Users	Active Sessions		Session Duration		No Of Sessions Completed	Top 10 Longest Sess
		Avg (Number)	Max (Number)	Avg (Mins)	Max (Mins)		
Citrix_xen_8_180:1494	2	2	2	195.57	195.57	1	-
Citrix_xen_app_8_37:1...	-	-	-	-	-	-	-

Session Details For Zone - --Default--:Citrix XenApp 4/5/6.x

Server	Unique Users	Active Sessions		Session Duration		No Of Sessions Completed	Top 10 Longest Sess
		Avg (Number)	Max (Number)	Avg (Mins)	Max (Mins)		
Citrix_serv_8_37:1494	-	-	-	-	-	-	-
Citrix_server_8_180:14...	2	2	2	195.2	195.2	1	-

Session Details For Zone - --Default--:Microsoft RDS

Server	Unique Users	Term Active Sessions		Session Duration		No Of Sessions Completed	Top 10 Longest Sess
		Avg (Number)	Max (Number)	Avg (Mins)	Max (Mins)		
term124:3389	-	-	-	-	-	-	-

Session Details For Zone - --Default--:VMware vSphere VDI

Server	Unique Users	Current Sessions		Session Duration		No Of Sessions Completed	Top 10 Longest Sess
		Avg (Number)	Max (Number)	Avg (Mins)	Max (Mins)		
Vdi15	3	1	1	357.55	357.55	1	-
vdi136	-	-	-	-	-	-	-
vdi14	3	1	1	9.88	9.88	1	-
vdi155	-	-	-	-	-	-	-

Session Details For Zone - --Default--:Citrix XenServer - VDI

Server	Unique Users	Current Sessions		Session Duration		No Of Sessions Completed	Top 10 Longest Sess
		Avg (Number)	Max (Number)	Avg (Mins)	Max (Mins)		
ctxVd1245	-	-	-	-	-	-	-

Session Details For Zone - --Default--:Hyper-V VDI

Server	Unique Users	Current Sessions		Session Duration		No Of Sessions Completed	Top 10 Longest Sess
		Avg (Number)	Max (Number)	Avg (Mins)	Max (Mins)		
Hypvdi	2	1	1	57.98	771.12	38	-

Figure 7.23: Session details for every server in every component-type in the zone

Here again, you will find links to the top 'n' sessions, users, and the **Unique users** to every component of a type.

26. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Note:

You can configure the per-server information that needs to appear in the session report, by editing the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. For example, to ensure that the session report displays the average and maximum number of sessions that are currently active on each of the Citrix servers in a farm, and the average and maximum number of sessions that are inactive, do the following:

- In the [citrix session report] section of this file, specify the following:

```
[CITRIX SESSION REPORT]
Citrix_MF_XP:CtxSessionTest:Active_sessions#Active sessions=Avg,Max
Citrix_MF_XP:CtxSessionTest:Inactive_sessions#Inactive
sessions=Avg,Max
```

  Here, Citrix_MF_XPis the InternalComponentType, CtxSessionTestis the InternalTestName that reports the Active sessions and Inactive sessions. Avgand Maxare the functions that need to be executed on the values of the configured measures (i.e., Active_sessions and Inactive_sessions) in order to compute the average and maximum number of sessions. Note that if no functions are configured, then the report will, by default, display the average (*Avg)* values of the measure. Active sessionsand Inactive sessions are the display names of the measures.

  Therefore, the specification should be of the format:

  <InternalComponent- type>:<InternalTest>:<InternalMeasure>#<Displayname>=<Comma-separated list of functions>.

  If a *Displayname* is not provided, then the actual measure name will automatically become the *Displayname*.

  To know the internal component type, test, and measure names, use the procedure discussed in Page Section of this manual.

- Finally, save the **eg_report.ini** file.

7.1.1.2 Sessions by Users Report

The key challenge in monitoring large thin client farms or virtual desktop environments is to keep track of the user activity on the servers in the farm. Using the **Sessions by Users Report** provided by eG Enterprise, administrators can figure out at what times the specified user logged in, which server the user accessed, how much CPU/memory was utilized by the user, and the applications/VMs used by the user. Like the other Citrix / VDI reports, the **Sessions by Users Report** too permits administrators to customize the view by specifying the measures to be displayed in the report and computations to be performed on the measures (such as Avg, Max, Min etc.).

Additionally, you can generate a report for all the users who are part of the active directory groups in a domain.

To view the User session details report, do the following:

1. From the eG Reporter interface, select the **Sessions by Users** option from the **Sessions** sub node by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications /Desktops*.

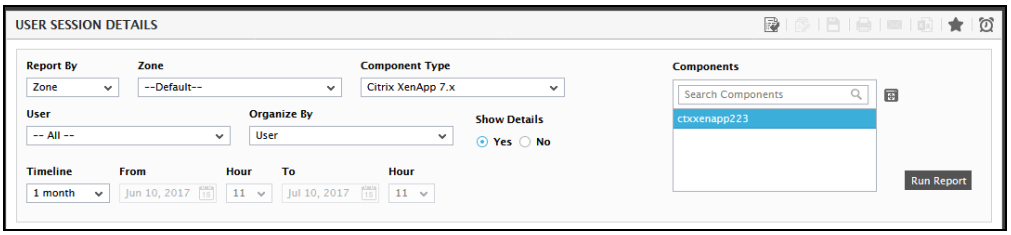


Figure 7.24: Generating a Sessions by Users Report

2. When Figure 7.24 appears, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the user session details of the virtual components that are included in a zone. This way, you can assess the impact of the user sessions on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the user session details of all the managed vSphere ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Report By** list, and then select all the virtual hosts listed in the **Components** list of Figure 7.24. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

3. If *Citrix XenApp 4/5/6.x* is chosen from the **Component Type** list, then a **Worker Group** list box

will appear. Worker groups are collections of XenApp servers, residing in the same farm, that are managed as a single unit. You can publish applications to a worker group. Select a **Worker Group** from this list if you wish to view the usage of a **User** belonging to that particular worker group. By default, **Any** option is selected from this list.

Note:

The **Worker Group** list box will appear only if the **SHOW WORKER GROUPS** flag is set to **Yes** while configuring the **Citrix XA Users** test.

4. Next, choose the **User** whose usage needs to be tracked. For a report on all users to the chosen **Zone**, select *All* from **User**.

   Note:

   If the number of users to the zone exceeds the value configured for the **MoreUsers** parameter of the **[CITRIX_USER_REPORT]** section (in the **{EG_INSTALL_DIR}\manager\config\eg_report.ini** file), then a text box will be displayed instead of the list box for the **User** field. In the case of the text box, you will have to specify (and not choose) the name of the user for whom the report is to be generated. To generate a report for all available users, specify **'*'**.

5. The **Organize By** list box appears only when All option is selected from the **User** list. To generate this report for a particular thin client user, select the **Users** option from this list. To generate a thin client report for all users who belong to active directory groups, pick the **Active Directory Group** option from this list (see Figure 7.25).

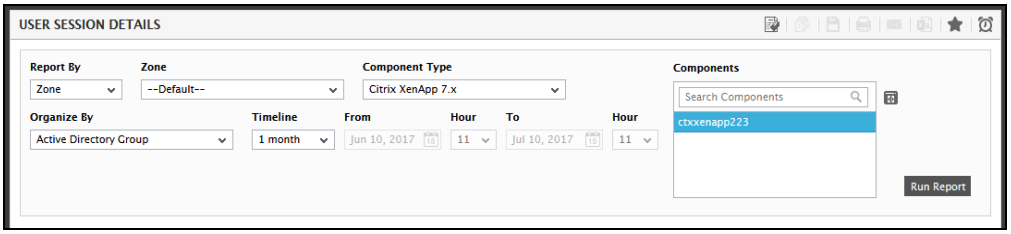


Figure 7.25: Selecting the Active Directory Group option

Note:

The **Organize By** list box will appear only if **the Report by security group** flag in the **SETTINGS FOR AD USERS REPORT**(see Figure 3.43) is set to **Yes**. Selecting the **Active Directory Group** option from this list box alone will not ensure you of generating an active directory group-wise user report. To generate the active directory group-wise user report, you need to discover the domains of the active directory groups in the first place. To know how to

discover the domains and configure the Active Directory Groups for which this report is to be generated, refer Section Section **3.8**.

6. By default, the **Show Details** flag is set to **Yes** indicating that the report will be generated for each user session initiated on the target server. If this flag is set to **No**, then the sessions initiated by each user will be consolidated while the generating the report.
7. If this report is to be generated for virtual desktop infrastructure component types (for e.g., VMware vSphere VDI), then, by default, this report will provide the outside view of user performance. However, if you wish to optionally display/generate the inside view of user performance, then, you can pick the *Inside view* option from the *Resource Details from* list. By default, the *Outside view* option is chosen from this list.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   - The default **Timeline** can be set using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Configure -> Reports -> Consolidated. For more details regarding this page, refer to Section Section **3.4** of this manual.
   - Shorter the **Timeline** for a report, lighter would be the query that is executed on the database, and faster the report generation. Report **Timelines** that run across many weeks therefore, cause excessive strain on the database, thus slowing-down report generation. To save the eG backend from injury, eG Enterprise automatically restricts the maximum **Timeline** for which a thin client report can be generated to the lower of the following values:
     - the value of the **CtxLoginTest** parameter in the [ddd_cleanup] section of the **eg_format.ini** file (in the <EG_INSTALL_DIR>\manager\config directory)
     - the value of the **MaxTimeline** parameter in the [misc] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory).
     - The maximum timeline for which the current user to eG Reporter is permitted to generate reports;

       The **[DDD_CLEANUP]** section is where you define the interval (in days) at which the detailed diagnosis of specific tests is to be purged from the database. For the **CtxLoginTest**, the default interval is set to 32 days (i.e., just over a month), indicating that, by default, the detailed diagnosis of the **CtxLoginTest** is cleared from the database at the

end of every month. Since critical thin client reports are generated based on the detailed diagnosis information, a **Timeline** that exceeds the duration set against **CtxLoginTest** would result in a report that displays invalid/no data. This duration however, is configurable. Similarly, you can also configure a **MaxTimeline** in the [misc] section of the **eg_report.ini** file. By default, this parameter is set to **168** (hours), indicating that the maximum **Timeline** for a thin client report is **1 week** (i.e., 24 * 7 = 168 hours). Also, while creating user profiles using the eG administrative interface, an administrator can indicate the maximum timeline for which that user can generate reports, so as to avoid long running reports.

Now, assume that you have set the **CtxLoginTest** parameter to 21 days (i.e., 3 weeks) and the **MaxTimeline** parameter to 336 hours (i.e., 2 weeks). Also, say that user john with access rights to eG Reporter has been configured to generate reports for a maximum timeline of 1 week. Therefore, whenever user john logs into eG Reporter and attempts to generate a thin client report, eG Enterprise compares the three values, picks the lowest of the three, and sets that value as the maximum **Timeline** for thin client reports. In our example, the maximum timeline settings of user john (i.e., 1 week) is the lowest Therefore, the maximum value that will be available for selection from the **Fixed Timeline** list box in the thin client report page will be **1 week**.

Note that this timeline restriction does not apply to fixed timeline settings alone. If a user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification is equal to or below the lowest of the three values discussed above. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **User**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.26). The steps below discuss each of these settings and how they can be customized.

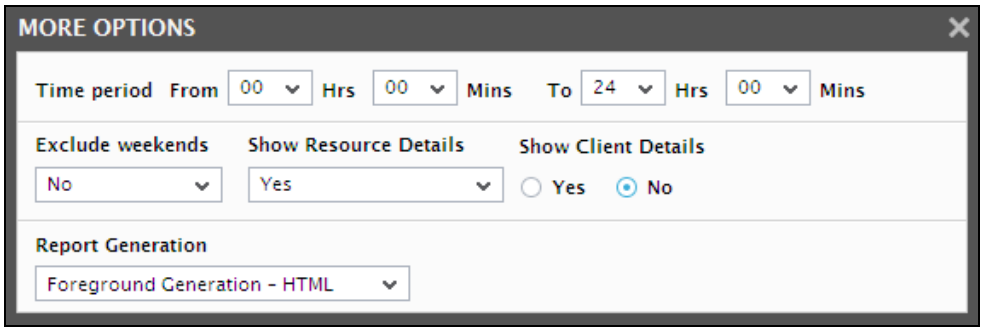


Figure 7.26: The default settings for generating the User Session Details report

10. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.26).

    Note:

    The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

11. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    You can configure the days of the week that need to be considered as a 'weekend' using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

12. By default, the **Show Resource Details** flag is set to **Yes** indicating that the resource utilization of each user session will be reported by the generated report. If you do not wish to generate the resource utilization in this report, then set this flag to **No**.

13. By default, the **Show Client Details** flag is set to **Yes** indicating that the IP address from which the user has initiated the session will be reported by the generated report. If you do not wish to track the IP address of the user, then set this flag to **No**.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.
16. If a specific user is chosen from the **User** list and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, a report depicted by Figure 7.27 will appear upon clicking the **Run Report** button.

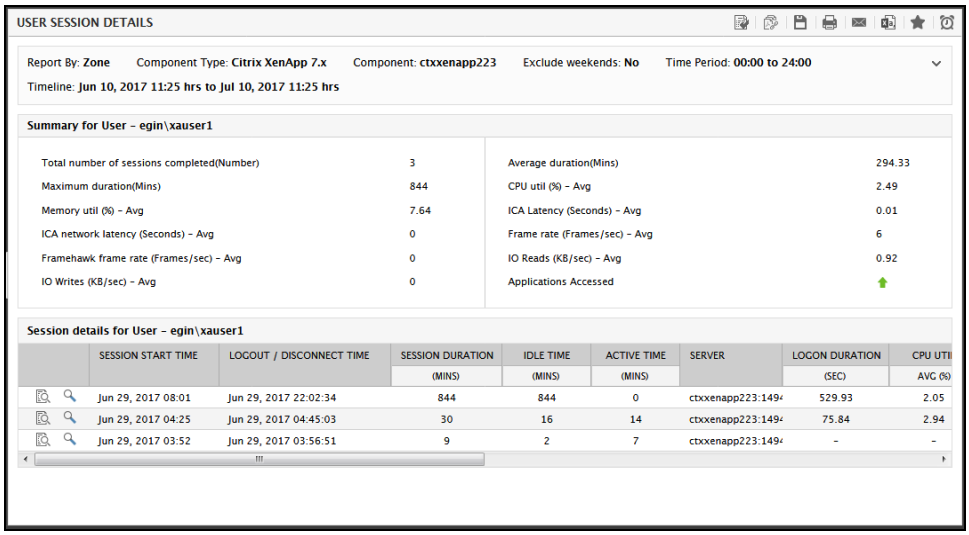


Figure 7.27: The User Session Details report

17. The report consists of a Summary section that displays the average and maximum duration for which the specified user accessed the servers in the farm, and the values of the user-configured measures aggregated at the farm-level. The session details section of the report displays the user-configured measures along with when and to which Citrix/ Microsoft RDS/VDI/Hyper-V server the chosen user logged in and the duration of every access. Besides, this report displays the idle time for each user. Users who are not effectively using the server/desktop resources made available to them can be identified in the process. For Citrix and Microsoft RDS servers alone, the SESSION DETAILS section is followed by another section that provides details of the disconnected sessions (if any) of the chosen user during the specified timeline. These details include the exact time at which the eG agent reported the disconnect, the session ID corresponding to the disconnected session, and the client type. Typically, when a user disconnects, the applications started by the user will keep running on the server consuming resources. By providing the complete details of disconnected sessions pertaining to a user, the User report enables administrators to identify times when the resources available to the server were unnecessarily locked owing to disconnects, investigate the reasons behind the disconnects, and endeavour to minimize these occurrences.

18. From the **User Report** for a Citrix XenApp/MF XP server in particular, you can determine which applications in the entire farm were excessively utilized by the given user, and which Citrix servers these applications are executing on. To do so, click on the arrow against the **Applications Accessed** link in the summary section. Figure 7.28 will then appear.

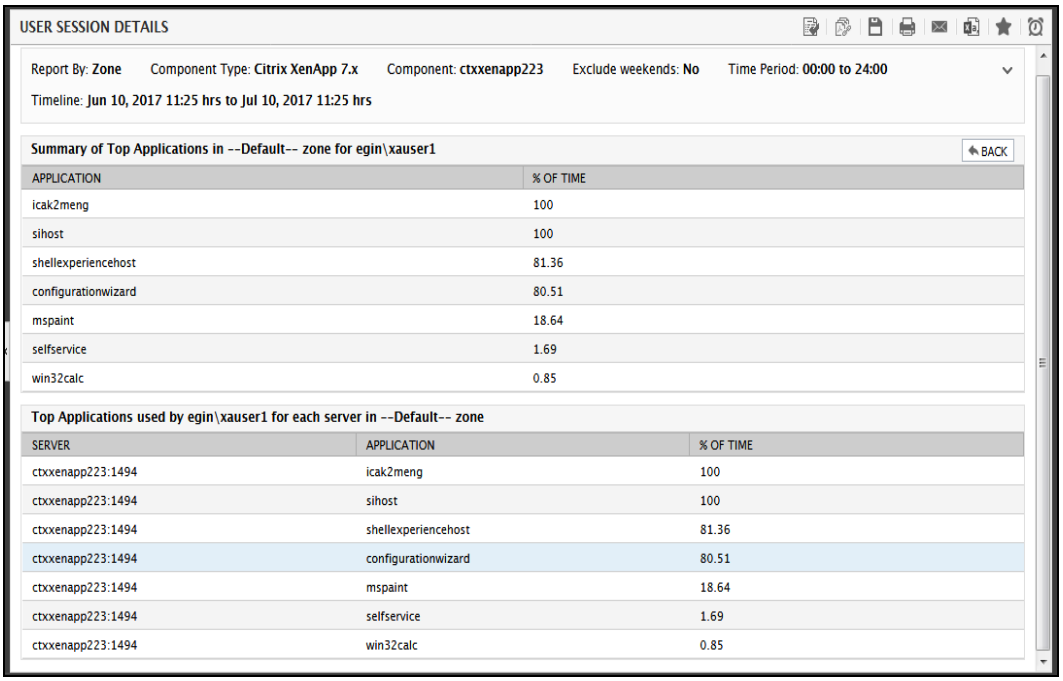


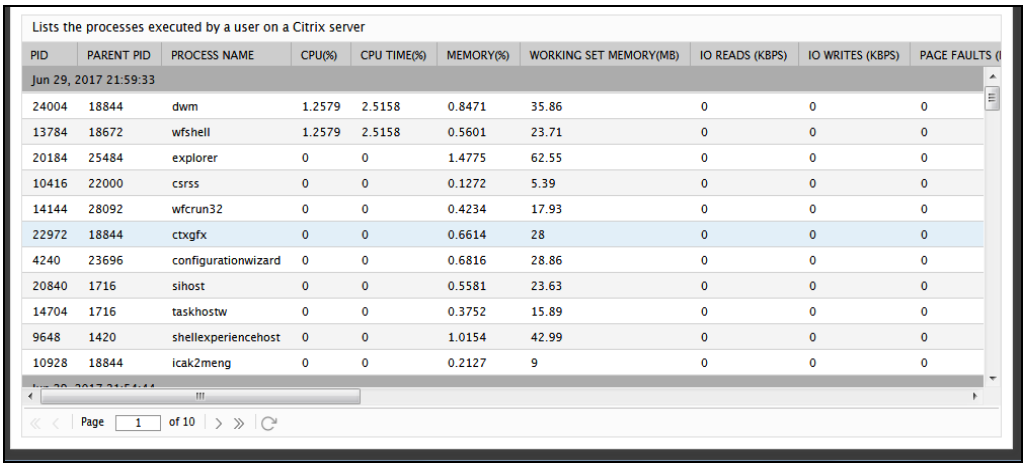
Figure 7.28: The top applications used by the chosen user

19. The first section of Figure 7.28 provides a farm-level summary of the utilization of the applications. The second section lists the servers in the farm, the applications executing on each of the servers, and the percentage of time every application on that server was utilized.

20. To return to the **User Report** click on the BACK button in Figure 7.28.

21. Now, to receive a quick update on the health of any of the servers in the chosen **Zone**, simply click on the corresponding **Server** hyperlink in the session details section of the **User Report.** A **Server Report** will then appear.

22. Also, if the user report pertains to a Citrix/Microsoft RDS user (i.e., if the **Component Type** chosen for the report is Citrix XenApp, Citrix MF XP, or Microsoft RDS), then, the **Session Details** section of the **User Report** will include a icon corresponding to each **Server** in the **Session Details** section. Click on the icon to view the detailed diagnosis of the resource (CPU and memory) utilization of the individual applications (see Figure 7.29) on the Citrix/Terminal server.



Lists the processes executed by a user on a Citrix server

PID	PARENT PID	PROCESS NAME	CPU(%)	CPU TIME(%)	MEMORY(%)	WORKING SET MEMORY(MB)	IO READS (KBPS)	IO WRITES (KBPS)	PAGE FAULTS (I
Jun 29, 2017 21:59:33									
24004	18844	dwm	1.2579	2.5158	0.8471	35.86	0	0	0
13784	18672	wfshell	1.2579	2.5158	0.5601	23.71	0	0	0
20184	25484	explorer	0	0	1.4775	62.55	0	0	0
10416	22000	csrss	0	0	0.1272	5.39	0	0	0
14144	28092	wfcrun32	0	0	0.4234	17.93	0	0	0
22972	18844	ctxgfx	0	0	0.6614	28	0	0	0
4240	23696	configurationwizard	0	0	0.6816	28.86	0	0	0
20840	1716	sihost	0	0	0.5581	23.63	0	0	0
14704	1716	taskhostw	0	0	0.3752	15.89	0	0	0
9648	1420	shellexperiencehost	0	0	1.0154	42.99	0	0	0
10928	18844	icak2meng	0	0	0.2127	9	0	0	0

Page 1 of 10

Figure 7.29: Detailed diagnosis of the resource utilization of applications

23. In addition to the above, this report also enables you to figure out how the user-configured measures displayed in the session details section performed during the period for which the user was accessing the server. To achieve this, just click on the value of the measure against a **Server** in the session details section. A graph depicted by Figure 7.30 will then appear.

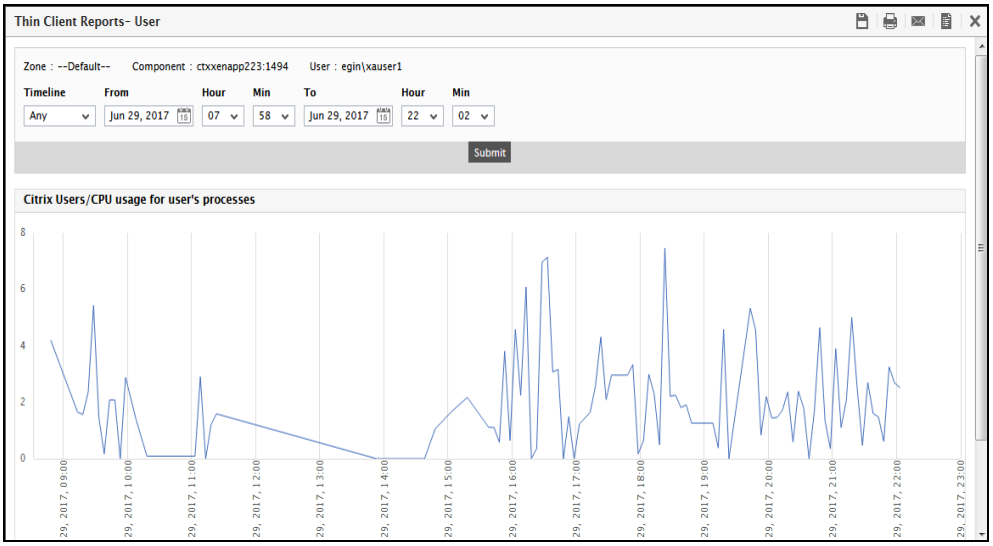


Figure 7.30: The graph of a user-configured measure

24. Using the graph of Figure 7.30, administrators can determine whether the server has experienced any spikes in resource usage during the user access. If so, then, this could indicate that the user was performing resource-intensive activities on the server, and could warrant a thorough investigation.

25. To view a graphical representation of the performance of certain key session related metrics such

as login time, applications accessed, active/idle time, session start-up details, resource usage during the session, etc., you can click on the icon. Figure 7.31 then appears.

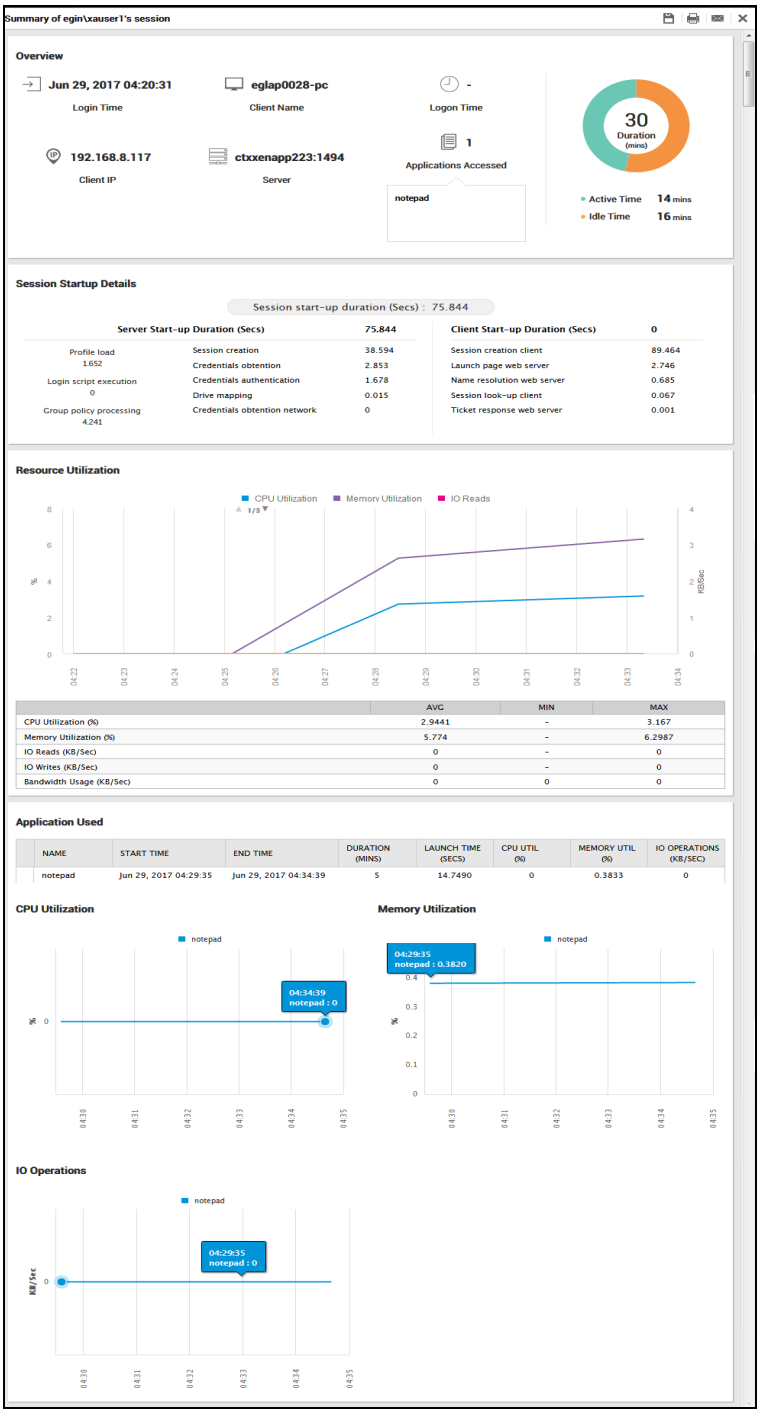


Figure 7.31: The graphical representation of key metrics

Besides being visually appealing, the graphics also help rapidly detect problem areas.

26. If you have chosen *All* from the **User** list, the **Active Directory Group** is chosen from the **Organize By** list box, All from the AD Group list and the AD Users list (see Figure 7.32) and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, a report depicted by Figure 7.33 will appear upon clicking the **Run Report** button.

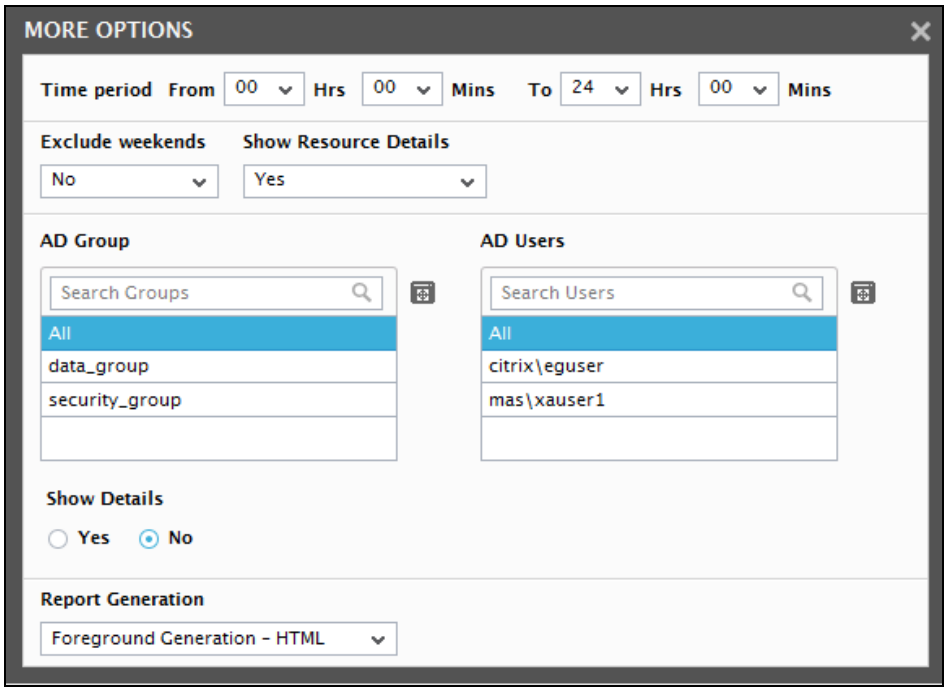
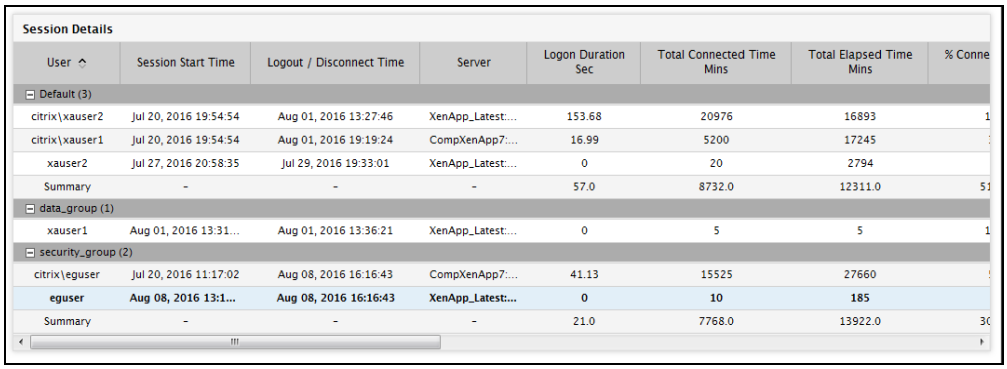


Figure 7.32: Selecting the All option from the AD Group and the AD Users list

27. The session details section of the report displays the user-configured measures along with when and to which Citrix/ Microsoft RDS/VDI server the users of an Active Directory group logged in, the duration of their access and the time. If the users are not part of any of the active directory groups, then the session details of such users will be listed under the **Default** section.

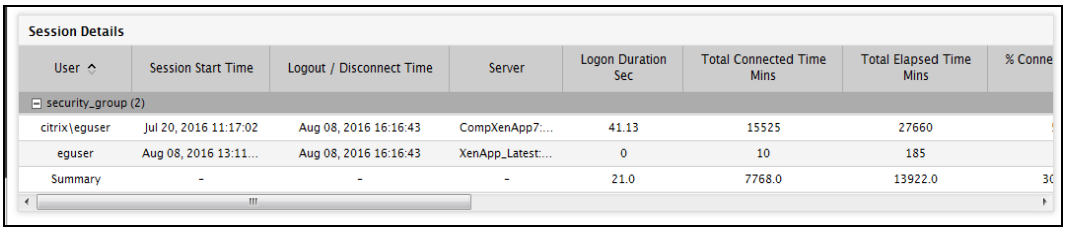


Session Details

User	Session Start Time	Logout / Disconnect Time	Server	Logon Duration Sec	Total Connected Time Mins	Total Elapsed Time Mins	% Conne
Default (3)							
citrix\xauser2	Jul 20, 2016 19:54:54	Aug 01, 2016 13:27:46	XenApp_Latest:...	153.68	20976	16893	1
citrix\xauser1	Jul 20, 2016 19:54:54	Aug 01, 2016 19:19:24	CompXenApp7:...	16.99	5200	17245	
xauser2	Jul 27, 2016 20:58:35	Jul 29, 2016 19:33:01	XenApp_Latest:...	0	20	2794	
Summary	-	-	-	57.0	8732.0	12311.0	51
data_group (1)							
xauser1	Aug 01, 2016 13:31...	Aug 01, 2016 13:36:21	XenApp_Latest:...	0	5	5	1
security_group (2)							
citrix\eguser	Jul 20, 2016 11:17:02	Aug 08, 2016 16:16:43	CompXenApp7:...	41.13	15525	27660	
eguser	**Aug 08, 2016 13:1...**	**Aug 08, 2016 16:16:43**	**XenApp_Latest:...**	**0**	**10**	**185**	
Summary	-	-	-	21.0	7768.0	13922.0	30

Figure 7.33: The Active Directory group wise Thin client User report

28. If you want to generate the **User Session Details** report for a chosen Active Directory group, then you can do so by selecting the group from the *AD Group* list. For example, if you want to generate this report for the *security_group* group, then Figure 7.34 will appear listing the users within the AD group.



Session Details

User	Session Start Time	Logout / Disconnect Time	Server	Logon Duration Sec	Total Connected Time Mins	Total Elapsed Time Mins	% Conne
security_group (2)							
citrix\eguser	Jul 20, 2016 11:17:02	Aug 08, 2016 16:16:43	CompXenApp7:...	41.13	15525	27660	
eguser	Aug 08, 2016 13:11...	Aug 08, 2016 16:16:43	XenApp_Latest:...	0	10	185	
Summary	-	-	-	21.0	7768.0	13922.0	30

Figure 7.34: The User Sessions Details report generated for a chosen AD group

29. Clicking on a server in the Server column of Figure 7.33 and Figure 7.34 will lead you to Figure 7.35 which displays the **APPLICATION PERFORMANCE** report.

Figure 7.35: The Application Performance report that appears when a Server is clicked

30. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Note:

To configure the details that need to appear in the Summary and session details section of the report, edit the **[CITRIX_USER_REPORT]** section of the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. For example, you can specify the following in the above-mentioned section:

```
[CITRIX_USER_REPORT]
Citrix_MF_XP:CtxXpUserTest:Cpu_util#Cpu utilization=Avg,Max
Citrix_MF_XP:CtxXpUserTest:Mem_util#Mem util=Avg,Max
Citrix_MF_XP:CtxXpUserTest:Latency_avg=Avg,Max
```

From the above example, the following format can be inferred for the measure specification.

<InternalComponenttype>:<InternalTest>:<InternalMeasure>#<Display name of Measure>=<Comma-separated list of functions>

Before proceeding with the configuration, determine the internal component-type, test, and measure names that you intend using in your measure specification, using the procedure discussed in Page Section of this manual.

Accordingly, in the first line of the example above:

- Citrix_MF_XP is the <InternalComponenttype>
- CtxXpUserTest is the <InternalTest>
- Cpu_util is the <InternalMeasure>
- Cpu utilization is the <Display name of Cpu_util>

  Note:

  If a display name is not provided for a measure, then the actual measure name will automatically become the display name.

- Avg and Max are the functions that will be executed on the value of the Cpu_util measure.

Note:

By default, the **Summary** section will display only the average (*Avg)* values of the configured measures. However, if specific function names are provided in the **[CITRIX USER_ REPORT]** section in the format discussed above, then such a specification will override the default setting.

7.1.1.3 Active Sessions Report

One of the key challenges in monitoring large virtualized environments is to keep track on user sessions that are currently active on servers of the virtualized environment. To provide administrators with insights into the user sessions across their virtualized environment, and to enable them to instantly identify the user sessions that are currently active, eG Enterprise offers the **Active Sessions** report. This report reveals the following:

- maximum/minimum number of user sessions that are active on the servers.
- average number of user sessions that are active on the servers.

Using this report, administrators can clearly identify the workload of the servers in terms of the active sessions and can further plan the capacity of their environment accordingly.

In order to generate the Active Sessions report, do the following:

1. Select the **Active Sessions** option from the **Citrix / VDI Reports** node of the **REPORTS BY FUNCTION** tree.
2. Then, select a criterion for analysis from the **Analysis by** list box.

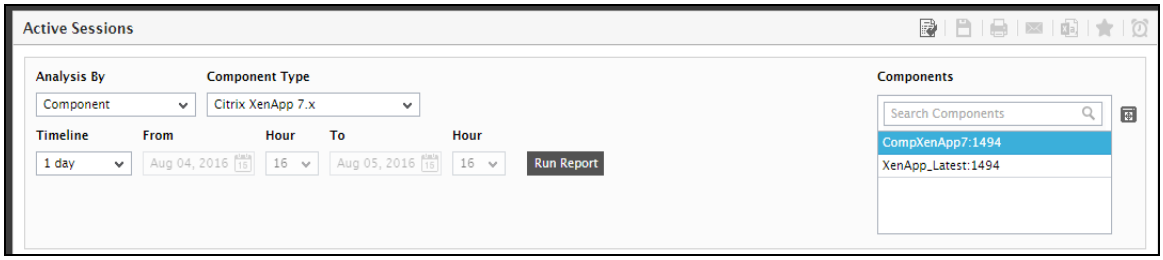


Figure 7.36: Specifying the criteria for the Active Sessions report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analysis by** list box are discussed hereunder:
   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for the user sessions on one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for the user sessions on one/more chosen components that belong to a segment, select the **Segment** option from **Analysis by** list box, and then pick the **Segment** from the drop-down list that appears.
   - **Service**: If you want to generate a report for the user sessions on one/more components involved in the delivery of a service, select the **Service** option from **Analysis by**, and then pick the required **Service** from the drop-down list that appears.
4. By default, the *Citrix XenApp 7.x* will appear in the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your virtualized environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the

Components list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.

6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See 7.1.1.3). The steps below discuss each of these settings and how they can be customized.

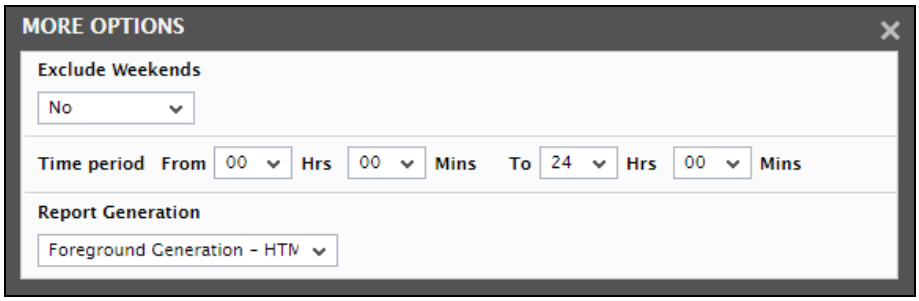


Figure 7.37: The default settings for generating the Active Sessions report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
   - Save the file after making the required changes.

9. Next, indicate the report **Timeperiod**.

   Note:

   By default, the **Timeperiod** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_ INSTALL_ DIR> \manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the

report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.
12. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.38 will appear as soon as you click the **Run Report** button.

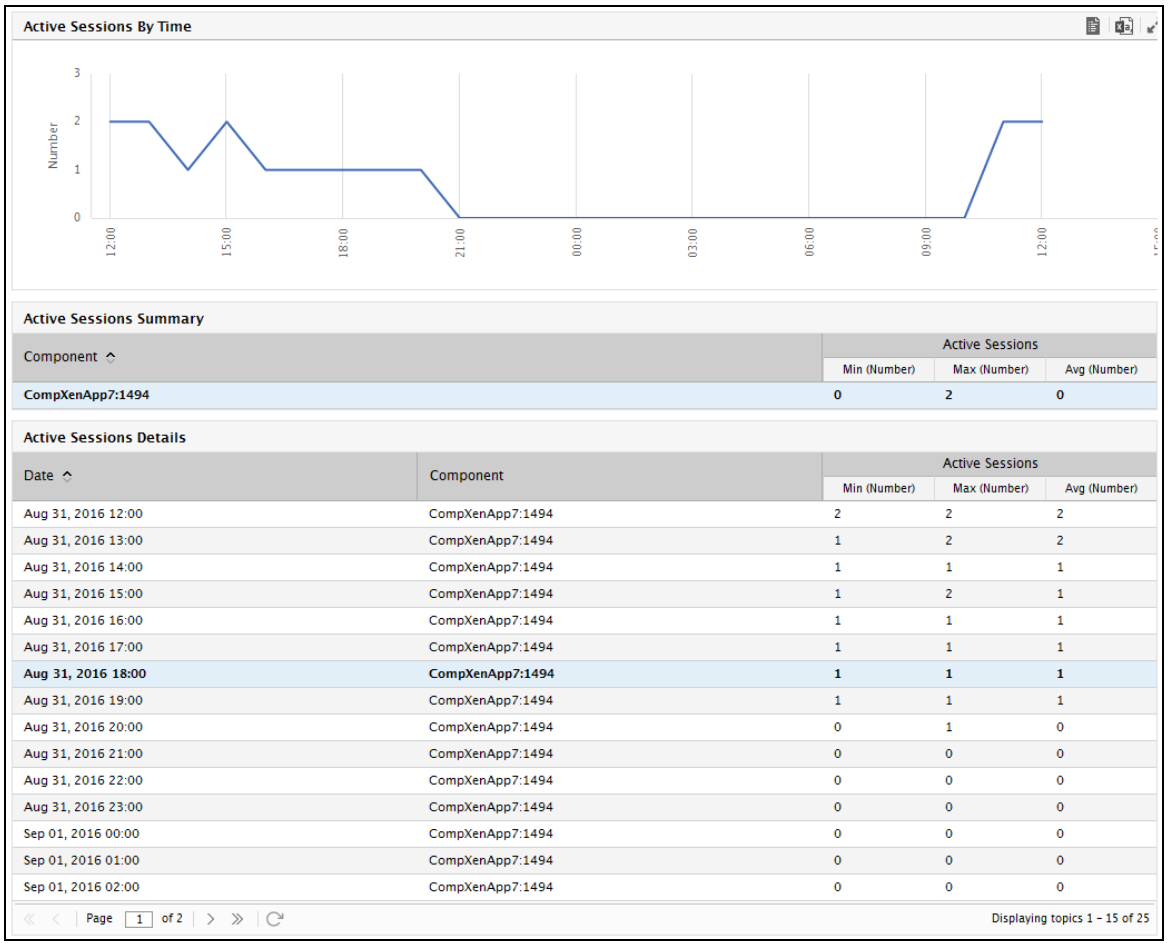


Figure 7.38: The Active Sessions Report

13. The **Active Sessions By Time** section of the report consists of a graph which reveals the variations in the user sessions across the environment during the specified time period. Using this graph, you can determine the exact time period during which the users were active on the servers and the hours during which the users were not active.

14. The **Active Sessions Summary** section of this report summarizes the maximum, minimum and average user sessions on each of the chosen servers. B y merely looking at the values of each server, administrators can determine the load on the servers.

15. From the **Active Sessions Details** section as shown in 7.1.1.3, for each hour in the chosen time period, you can figure out the maximum, minimum and the average number of user sessions that were active on the chosen server. This data will be helpful to easily identify the time during which there were more number of user sessions on the chosen server.

16. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in

the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

Users Reports

7.1.1.4 Users - Logon Performance Report

Administrators are often interested in figuring out the login duration of the each user in the Citrix XenApp farms. They would like to identify the user who has taken the maximum time duration to login into the server and where exactly the user login has taken the maximum time – is it during the user profile loading? or is it the LDAP bind time to the active directory? or is it the DC Discovery time?. The Users - Logon Performance report helps administrators historically analyze the login patterns to the server, identify the servers that were slow in responding to the user logon requests and rectify the problems caused due to the poor responsiveness of the servers.

To generate this report, do the following:

1. Select the **Logon Performance** option from the **Users** sub node by following the menu sequence: REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops.
2. When Figure 7.39 appears, do the following:

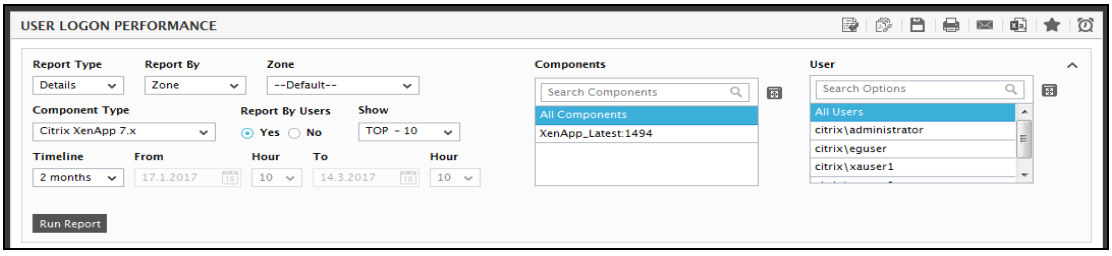


Figure 7.39: Generating the Users - Logon Performance report

3. Choose a **Report Type** (Summary or Details) for generating the report. The default **Report Type** is **Summary**. A **Details** report helps in generating the report in a tabular format.
4. Administrators of large IT infrastructures, which are characterized by hundreds of components,

may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a **Report By** list that consists of a variety of filter options. By default, the **Zone** option is chosen from this list (see Figure 5.18) – this indicates that the components for which a report is to be generated is part of a zone. To include sub-zones also in your search for components, set the **Include Subzones** flag to **Yes**. In addition to this, the **Report for** list provides the following filter options as well:

- **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the **Report for** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **Component Type** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component**s list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report for** list. Then, select the segment of interest to you from the **Segment** list. This will populate the **Component Type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon button next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
- **Component**: If you select a Component from the Report By list and a component type from the **Component Type** list, then, all components of that type, which are not part of a zone/segment/service, will be displayed in the **Components** list for selection. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. A **COMPONENTS** pop up window will

then appear using which you can view almost all the components in a single interface and **Select** the ones to be included for generating the report. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

5. Select the **Zone** to which the servers of interest to you belong. If no zones have been configured in your environment, then all the managed servers in the environment will be automatically grouped under a zone named *Default*; in such cases therefore, select the *Default* zone.
6. Next, from the **Component Type** list, select the virtual server type for which this report is to be generated.
7. By default, this report will be generated for the virtual desktops that were provisioned by Citrix XenDesktop brokers. To this effect, the **Citrix** option is chosen by default, from the **Brokered by** list. If the virtual desktops in your environment are provisioned using non-citrix brokers (e.g., Horizon View), then, choose **Other** option from this list.
8. If the **Report Type** is **Details**, then, in the **Components** list box, all the components pertaining to the chosen **Component Type** will be listed. Select the servers for which this report is to be generated. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included for generating the report.
9. If the **Report Type** is **Details**, then, in the **User** list box, all the users logged into the chosen **Components** will be listed. If the **User** list is too long, then viewing all the users and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **User** list. This will open the **USER** pop up window using which you can view almost all the users in a single interface and **Select** the ones for which the report is to be generated. If there are still too many users in the list to choose from, you can narrow your search further by using the **Search Options** text box. Specify the whole/part of the user name to search for in this text box, and click the icon next to it. The **User** list will then be populated with all user names that embed the specified search string. Select the user of your choice from this list.
10. If the **Report Type** is **Details**, then a **Report By Users** flag appears. By default, this flag is set to **Yes** indicating that the Data report will be generated for each user by consolidating multiple logins of the users. If this flag is set to **No**, then this report will be generated each time a user logs into the target server.

11. If the **Report Type** is **Details**, by default, this report will list the of the Top 10 users/logon time. If you wish to view the report for the number of users/logon time of your choice, then, you may do so by selecting an option from the **Show** list box.

12. Then, specify the **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the Timeline list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the Timeline list - i.e., 3 days will be the last option in the fixed Timeline list. Similarly, if the user chooses the Any option from the Timeline list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's Timeline specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the From and To dates should never be over 3 days. If it is, then, upon clicking the Run Report button a message box will appear, prompting the user to change the From and To specification.

13. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.40). The steps below discuss each of these settings and how they can be customized.

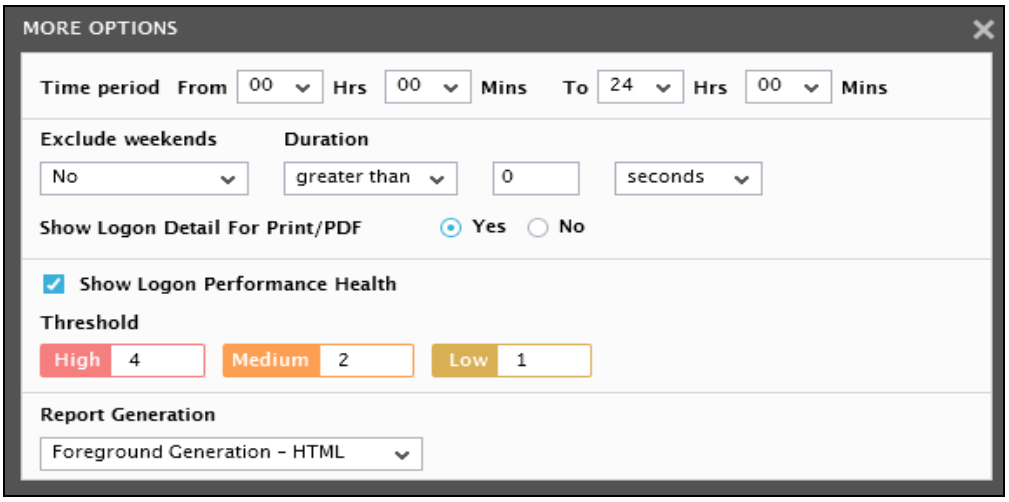


Figure 7.40: The default settings for generating the User Logon Performance report

14. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.40).

    Note:

    The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section **3.4** of this manual.

15. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <eg_install_dir**>\manager\config** directory.
    - In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

16. If the **Report Type** is **Details**, then a **Duration** list box will appear. By default, the **greater than** option is chosen from this list. For example, if you wish to identify the generate the report only

when the login time exceeds 2 seconds, then you can do so by selecting **greater than 2 seconds** from the **Duration** list box.

17. If the **Report Type** is **Details**, then a **Show Logon Performance Health** check box will appear as shown in Figure 7.40. If you wish to set the thresholds for the login duration, then you can do so by selecting the check box. The **Threshold** section will then appear where you will be allowed to choose the **Critical**, **Major** and **Minor** thresholds.

18. If the **Report Type** is **Details**, then an additional **Show Logon Detail for Print/PDF** will appear in the **MORE OPTIONS** pop up window. By default, this flag is set to **Yes** indicating that this report when generated for a Citrix Director 7.x and printed/emailed would reveal the logon duration of each user session and the time taken by that session at each stage of the logon process, starting from StoreFront login till session start-up on a XenApp server / virtual desktop along with the default information provided in the report.

19. If there are too many reconnects for a user session, then, this report may skew the average user logon time calculated. To avoid this, administrators may exclude reconnects during report generation by choosing *No* from the **Include Reconnects** list. By default, *Yes* option is chosen from the **Include Reconnects** list.

20. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is

lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

21. Finally, click the **Run Report** button to generate the report.

Figure 7.41: The graphical User Logon Performance report

22. If the **Report Type** is **Summary** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.41, which will comprise of the following:

- A distribution pie chart reveals the number of users in different distribution ranges of their login time (see Figure 7.41). The distribution ranges are obtained based on the first of the configured functions for the chosen **Measure**. For instance, assume that *Avg logon duration* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of *Avg logon duration* in this report. Typically, both these configured values will appear only in a **Details** report. In the case of a **Summary**report however, the first of the two functions - i.e., *Avg* of *Avg logon duration* - alone is calculated for every component of the chosen component-type. The resulting pie chart enables administrators to deduce, at a glance, the number of users who were logged in for a longer/shorter duration. Clicking on a particular slice in the pie chart lists the users who fall within the value range represented by that slice (see Figure 7.41). Against every user, the actual values for each of the configured functions (*Avg*, in our example), will be displayed.

  Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the **[ZONE_REPORT]** section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [zone_ report] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the users that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Avg logon duration*measure, this bar chart reveals the top users who were logged in for a longer duration. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

  Note:

  The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

  - Finally, save the **eg_report.ini** file.
  - Specify a number of your choice against the **NoOfServersforChart** parameter in the **[ZONE_REPORT]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.

  Similarly, you can configure the depth of the bars in the bar chart by specifying a numeric value against the **3DDepthforChart** parameter in the **[ZONE_REPORT]** section of the **eg_ report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory).

By default, 10 bars will be visible in a single glance in the bar chart. If there are more bars, you will have to scroll down to view them. This default setting can be overridden by editing the **eg_ report.ini** file (in the **{EG_ INSTALL_ DIR}\manager\config** directory). The **[ZONE_ REPORT]** section of this file contains a **VisibleSamples** parameter that holds the default value 10. You can change this value.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_ install_dir>**\manager\config** directory. The [zone_report] section of the file defines the 20 default colors of the distribution and bar charts:

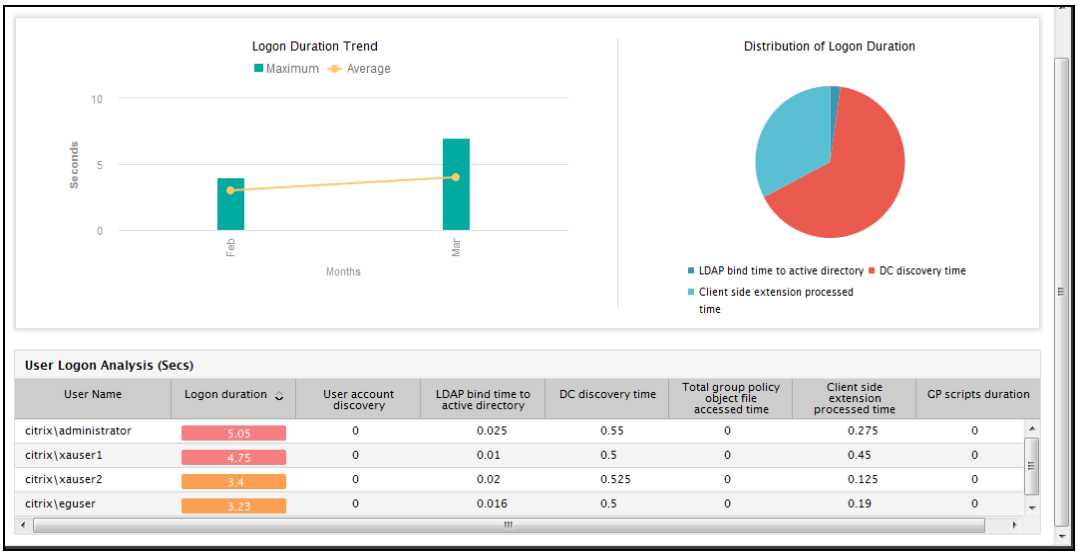
```
[ZONE_REPORT]
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

23. If the **Report Type** is **Details**, the **Report By Users** flag is set to **Yes** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.42, which will comprise the following:

24. A **Logon Duration Trend** graph that displays the overall login trend of the users in the chosen time period. Adjacent to the **Logon Duration Trend** graph is the **Distribution of Logon Duraiton** pie chart. This pie chart provides you with the split up time of the logon duration. Using this graph, administrators can visually identify where exactly the user is facing difficulty during login – is it the DC Discovery Time? or is it the User profile load time? or is it the LDAP bind time to active directory?

25. The **User Logon Analysis** section provides the consolidated login duration of each user if the **Reporty By Users** flag is set to **Yes**. If the thresholds are set in the **Threshold** section of Figure 10.54, then the values in the **Logon Duration** column will be color coded accordingly.

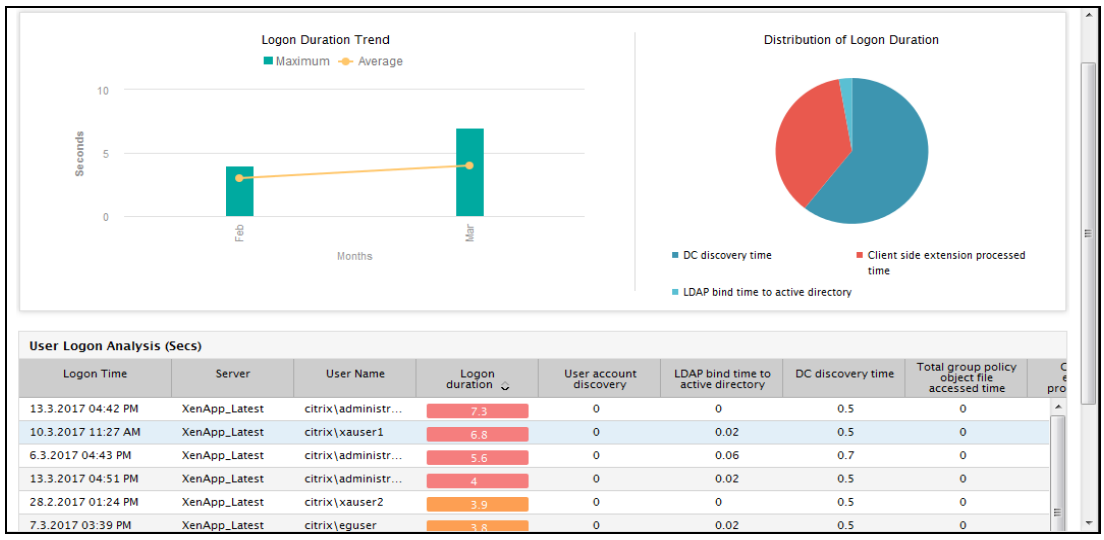


User Logon Analysis (Secs)

User Name	Logon duration	User account discovery	LDAP bind time to active directory	DC discovery time	Total group policy object file accessed time	Client side extension processed time	GP scripts duration
citrix\administrator	5.05	0	0.025	0.55	0	0.275	0
citrix\xauser1	4.75	0	0.01	0.5	0	0.45	0
citrix\xauser2	3.4	0	0.02	0.525	0	0.125	0
citrix\eguser	3.23	0	0.016	0.5	0	0.19	0

Figure 7.42: The User Logon Performance report generated when Report By Users flag is set to Yes

If the **Report Type** is **Details** and the **Report By Users** flag is set to **No**, then the report will be generated each time a user logs into the virtual server as shown in .



User Logon Analysis (Secs)

Logon Time	Server	User Name	Logon duration	User account discovery	LDAP bind time to active directory	DC discovery time	Total group policy object file accessed time
13.3.2017 04:42 PM	XenApp_Latest	citrix\administr...	7.3	0	0	0.5	0
10.3.2017 11:27 AM	XenApp_Latest	citrix\xauser1	6.8	0	0.02	0.5	0
6.3.2017 04:43 PM	XenApp_Latest	citrix\administr...	5.6	0	0.06	0.7	0
13.3.2017 04:51 PM	XenApp_Latest	citrix\administr...	4	0	0.02	0.5	0
28.2.2017 01:24 PM	XenApp_Latest	citrix\xauser2	3.9	0	0	0.5	0
7.3.2017 03:39 PM	XenApp_Latest	citrix\eguser	3.3	0	0.02	0.5	0

Figure 7.43: The User Logon Performance report generated when Report By Users flag is set to No

26. By default, if this report is generated for a *Citrix Director* or a *Citrix XA/XD Site* component, and the **Report by Users** flag is set to **Yes**, then the report provides the end-to-end visibility into the logon experience of a user by revealing the logon duration of each user session and the time taken by that session at each stage of the logon process, starting from StoreFront login, session start-up on a XenApp server / virtual desktop till the user actually logged out of the session on the

XenApp server/virtual desktop. If such end to end visibility is provided for a user, then a ⊞ button is available against that user as shown in Figure 7.44.

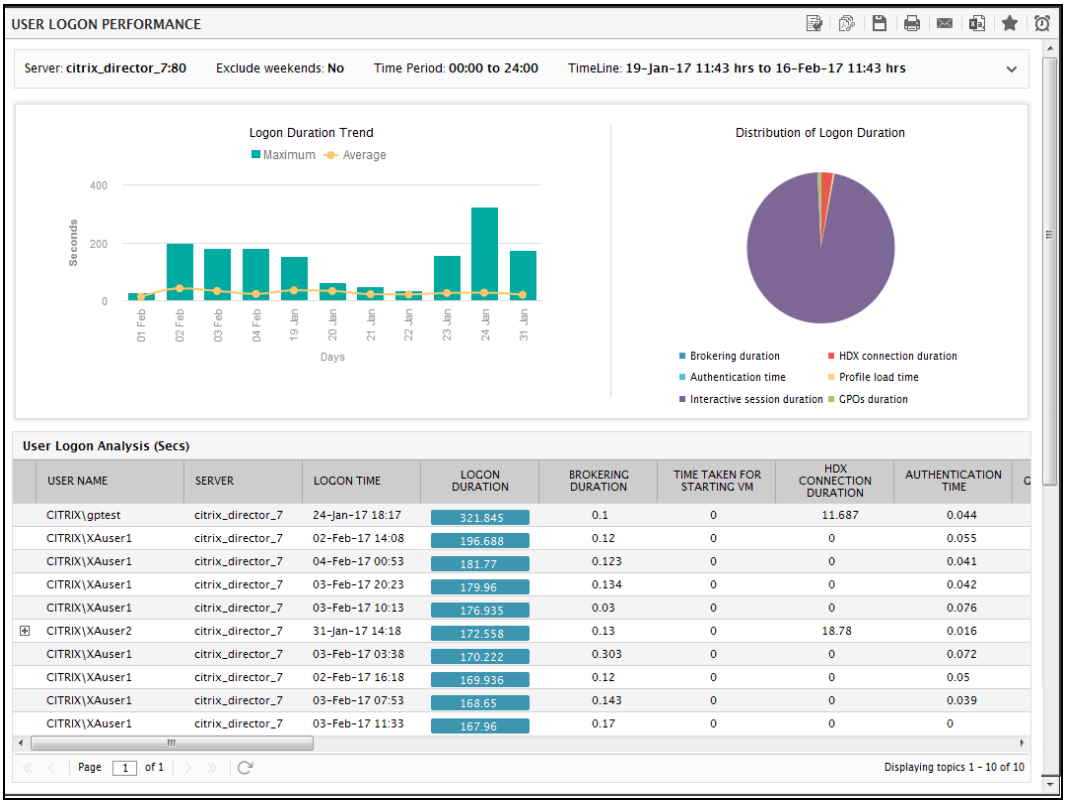


Figure 7.44: The User Logon Performance Report when generated for a Citrix Director

27. By clicking on the ⊞ button, you can now drill-down from a user session in the report to view details of session start-up on the XenApp server/virtual desktop (see Figure 7.45). This useful insight reveals to administrators whether problems in session start-up could have delayed logon, and if so, where exactly the slowdown occurred – at the server-side or client side?

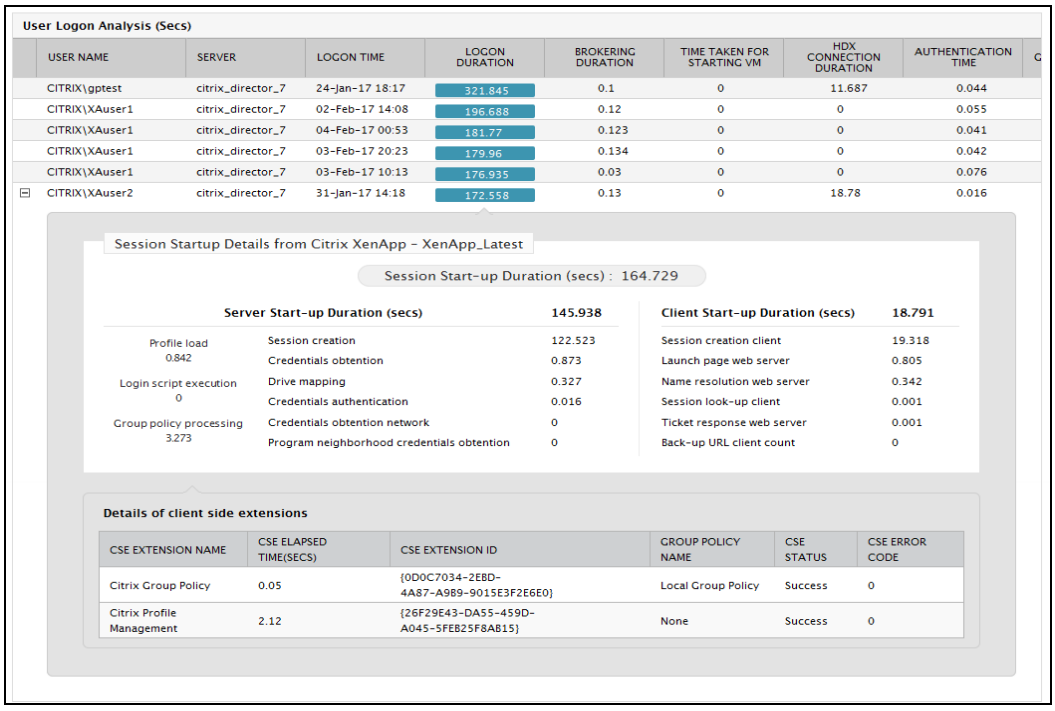


Figure 7.45: End-to-end user analysis reported in the User Logon Performance Report

Note:

If you do not want to generate such end to end analysis report, then you can do so by setting the **enableDetailedData** flag under the **[USER_ LOGON_ REPORT]** section of the **<eG_ INSTALL_DIR>\manager\config\eg_report.ini** file to **No**.

7.1.1.5 Slow Logons Report

The User Logon Performance report allows a detailed, historical analysis of the logon performance of all users of a Citrix/VDI farm, enabling administrators to isolate the slow logons. To help administrators focus on the slow logons alone, eG Enterprise provides the **Slow Logons** report. For a given period, this report automatically compares the logon duration of all the users in the farm with custom-defined delay thresholds, identifies the slow logons, and provides administrators with useful historical insights into only those slow logons. The report also highlights the users who have been impacted by the slow logons. Additionally, the report helps administrators study slow logon trends, so that they can quickly pick the dates on which logon slowness had peaked. The report also readily compares the total logons with slow logons, so that administrators can determine how good/bad the overall logon experience of the users in the farm is. In addition, the report also graphically breaks down the slow logon duration across all factors influencing it; this enables administrators to rapidly and accurately diagnose what has been consistently affecting the logon performance of the users in the farm – GPOs? profile loading? brokering? authentication?

To generate this report, do the following:

1. Select the **Slow Logons** option from the **Users** sub node by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops*.
2. Figure 1 will then appear.

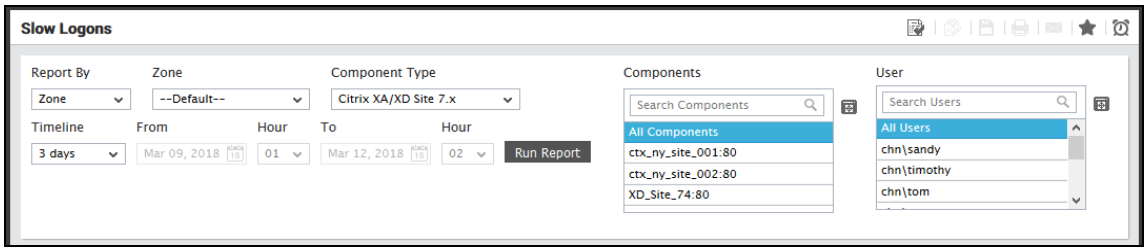


Figure 7.46: Generating the Slow Logons report

3. Administrators of large IT infrastructures, which are characterized by hundreds of components, may find it difficult to pick and choose the components for which a report is to be generated; this is because, in such environments, the **Components** list in this page will be populated with a large number of components, which would naturally make component selection tough. To enable administrators of such environments to quickly locate the components of interest to them and swiftly generate the reports, eG Enterprise provides a **Report By** list that consists of a variety of filter options. By default, the **Zone** option is chosen from this list (see Figure 5.18) – this indicates that the components for which a report is to be generated is part of a zone. To include sub-zones also in your search for components, set the **Include Subzones** flag to **Yes**. In addition to this, the **Report By** list provides the following filter options as well:

   - **Service**: If the component for which reports are to be generated is involved in the delivery of a particular service, then pick this option from the **Report By** list. Doing so will invoke a **Service** list from which a service name is to be chosen. Upon selection of a service, the component types that are part of the service will populate the **Component Type** list in this page. Once you pick a component type, all components of that type, which are engaged in the delivery of the chosen service, will be displayed as candidates for selection in the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component**s list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
   - **Segment**: If the components for which a report is to be generated is part of a segment, pick the **Segment** option from the **Report By** list. Then, select the segment of interest to you from the

Segment list. This will populate the **Component Type** list with the types of components that are part of the chosen segment. If you select a component type from the **Component Type** list, then, all components of that type, which are part of the chosen segment, will be displayed in the **Components** list for selection. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon button next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

- **Component**: If you select a Component from the Report By list and a component type from the **Component Type** list, then, all components of that type, which are not part of a zone/segment/service, will be displayed in the **Components** list for selection. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included for generating the report. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

4. Select the **Zone** to which the servers of interest to you belong. If no zones have been configured in your environment, then all the managed servers in the environment will be automatically grouped under a zone named *Default*; in such cases therefore, select the *Default* zone.
5. Next, from the **Component Type** list, select the virtual server type for which this report is to be generated.
6. In the **Components** list box, all the components pertaining to the chosen **Component Type** will be listed. Select the servers for which this report is to be generated. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included for generating the report.
7. Next, in the **User** list box, all the users logged into the chosen **Components** will be listed. If the **User** list is too long, then viewing all the users and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the

User list. This will open the **USER** pop up window using which you can view almost all the users in a single interface and **Select** the ones for which the report is to be generated. If there are still too many users in the list to choose from, you can narrow your search further by using the **Search Users** text box. Specify the whole/part of the user name to search for in this text box, and click the icon next to it. The **User** list will then be populated with all user names that embed the specified search string. Select the user of your choice from this list.

8. If the **Report Type** is **Details**, then a **Report By Users** flag appears. By default, this flag is set to **Yes** indicating that the Data report will be generated for each user by consolidating multiple logins of the users. If this flag is set to **No**, then this report will be generated each time a user logs into the target server.

9. Then, specify the **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the Timeline list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the Timeline list - i.e., 3 days will be the last option in the fixed Timeline list. Similarly, if the user chooses the Any option from the Timeline list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's Timeline specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the From and To dates should never be over 3 days. If it is, then, upon clicking the Run Report button a message box will appear, prompting the user to change the From and To specification.

10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.47). The steps below discuss each of these settings and how they can be customized.

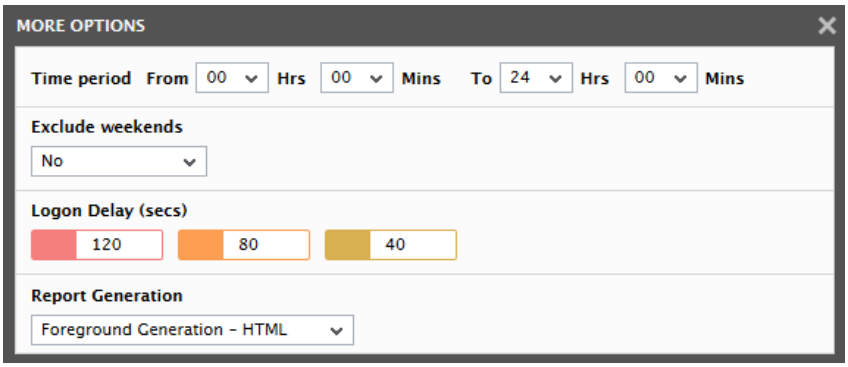


Figure 7.47: The default settings for generating the Slow Logons report

11. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.47).

    Note:

    The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section **3.4** of this manual.

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <eg_install_dir**>\manager\config** directory.
    - In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

13. By default, the **Logon Delay (secs)** field consists of three unique color-coded text boxes. In these text boxes, starting from left to right, set the threshold beyond which the user logons should be termed as 'slow' in the *Critical/Major/Minor* format. By default, *120/80/40* is displayed against this field.

14. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

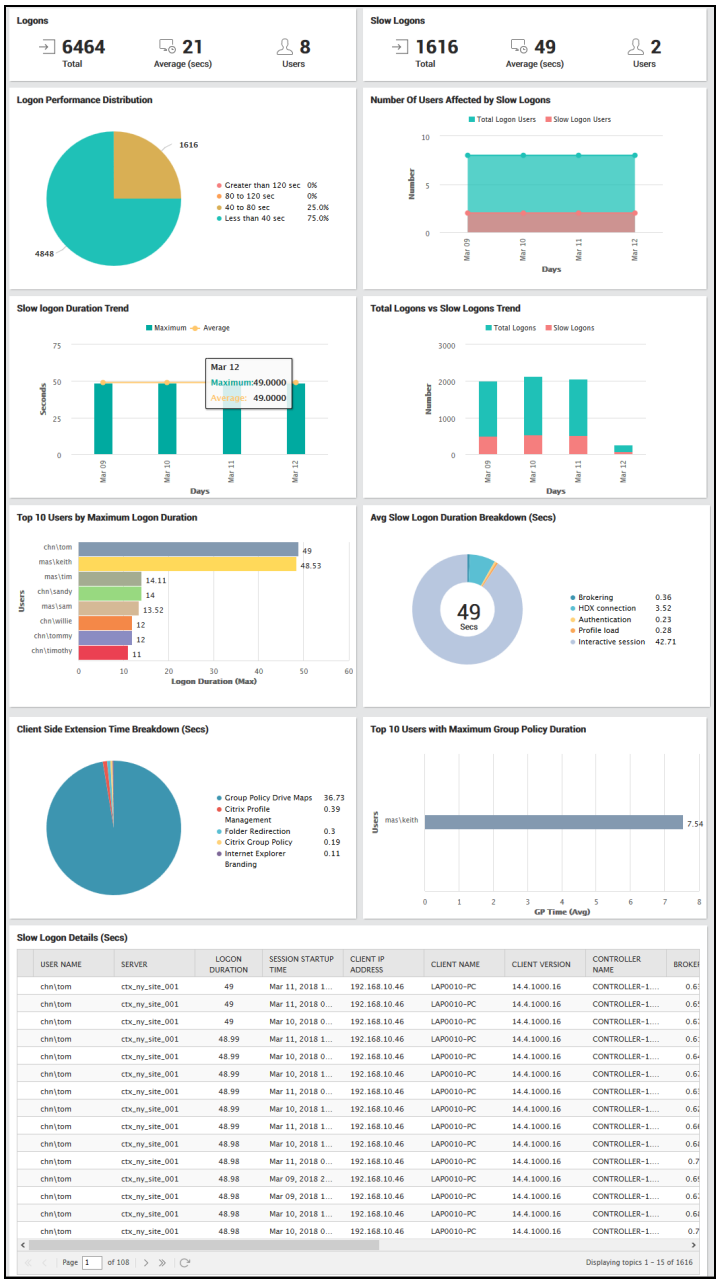


Figure 7.48: The graphical User Logon Performance report

16. If you have chosen **Foreground Generation - HTML** from the **Report Generation** list is , then, clicking on the **Run Report** button will invoke Figure 7.48, which will comprise of the following:

    - A **Logons** section that reports the total user logons during the chosen time period, the average time taken for the user logons and the number of users logged into the farm during the chosen time period.

- A **Slow Logons** section that reports the number of user logons that were declared slow during the chosen time period, the average time taken for the user logons and the number of users who experienced slow logon to the farmduring the chosen time period.
- A distribution pie chart that reveals the number of user logons in different distribution ranges (see Figure 3). The distribution ranges are obtained based on the threshold values specified in the Logon Delay (secs) shown in Figure 2.
- The Number of Users Affected by Slow Logons section reveals a stack trace chart. Using this chart, administrators can figure out when exactly the users were experiencing slow logons to the farm.
- A bar graph in the **Slow logon Duration Trend** section reveals the trend of slow logons. By analyzing the trend graph, administrators can quickly figure out the dates/time at which the logon slowness has peaked.
- A comparison graph in the **Total Logons vs Slow Logons Trend** section helps administrators compare the total logons with slow logons and determine how good/bad the overall logon experience of the users in the farm is.
- The **Top 10 Users by Maximum Logon Duration** bar graph section helps administrators figure out the top 10 users who took too long to login to the farm.
- An **Avg Slow Logon Duration Breakdown (Secs)** section reveals a pie chart that graphically breaks down the slow logon duration across all factors influencing it; this enables administrators to rapidly and accurately diagnose what has been consistently affecting the logon performance of the users in the farm – GPOs? profile loading? brokering? authentication?
- A **Client Side Extension Time Breakdown (Secs)** section reveals a pie chart that graphically breaks down the client side extension duration across all factors influencing it; this enables administrators to rapidly and accurately diagnose what has been consistently affecting the logon performance of the users in the farm – GPOs? profile management? Group policy drive maps?
- The **Top 10 Users with Maximum Group Policy Duration** bar graph section helps administrators figure out the top 10 users who took too long to login to the farm due to a higher group policy duration.
- The **Slow Logon Details (Secs)** section helps administrators with the data of each user; when exactly the user logged in; the logon duration; the client name, the controller and the client IP address through which the user logged into the server etc.

7.1.1.6 Users - Top Users Report

In large thin client farms or virtual desktop environments, keeping track of the user activity on the servers of the farm is a difficult task. Moreover it becomes too tedious to figure out which user is continuously engaged in the maximum utilization of the resources. The **Users - Top Users** Report provides a solution for this. Using this report, you can easily figure out the users who are consuming more resources on the server.

To generate the **Users - Top Users** report, do the following:

1. Select the **Top Users** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> Users*.
2. Figure 7.49 will then appear. To monitor the servers in a farm, select the **Zone** to which the servers in the farm have been added.

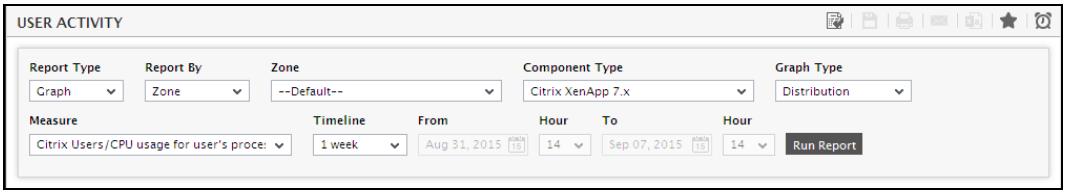


Figure 7.49: Selecting the criteria for the Users - Top Users report

3. When Figure 7.49 appears, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the user activity on one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the user activity on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the user activity on all the managed vSphere ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Report By** list, and then select all the virtual hosts listed in the **Components** list of Figure 7.119. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search**

text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

4. Then, for generating the report on users associated with a particular component type, select a **Component Type**.
5. Select the components for which the report is to be generated from the **Components** list box. By default, all components of the chosen **Component Type** will be selected from the **Components** list. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Components** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
6. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in the top-n analysis easily.
7. Next, select **Graph** from the **Report Type** field to generate a graphical report. For a data report, select the **Data** option. If **Graph** option is selected, then an additional **Graph Type** list box will appear. By default, **Distribution** option will be chosen from this list box.
8. If **Graph** option is chosen as the **Report Type** and the **Distribution** option is chosen from the **Graph Type** text box, then an additional **Measure** list box will appear in the report configuration section. This implies that across all the servers of the chosen **Component Type**, the distribution of users will be represented graphically for the chosen **Measure**. Likewise, if **Data** option is chosen as the **Report Type**, then a **Based On Measure** option will appear which implies that the generated report will be sorted in descending order by default, based on the chosen option.
9. Specify the name of the user whose activity is to be monitored in the **User** text box. In large thin client environments where hundreds of users are prevalent, the administrators do not prefer to

generate a report on the activity of a single user. In such a case, to generate a comprehensive report on the activity of all the users of the thin client farm, specify * in this text box.

10. By default, the report provides the details of only the **Top-10** users' activity in the chosen **Component**. You can choose a different top-n / last-n option from the **Show Top** list, if need be.

    Note:

    By default, the values displayed in the **Show** list range from top-10 to Last-10. This is because, the **Showtop** parameter in the **[INFOS]** section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to 10, by default. You can, if required, configure the **Show** list to display a different range of options. For this, specify a different number against the **Showtop** parameter, and save the **eg_report.ini** file.

11. Specify the report **Timeline**. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

12. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick an option from the **Components** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.50). The steps below discuss each of these settings and how

they can be customized.

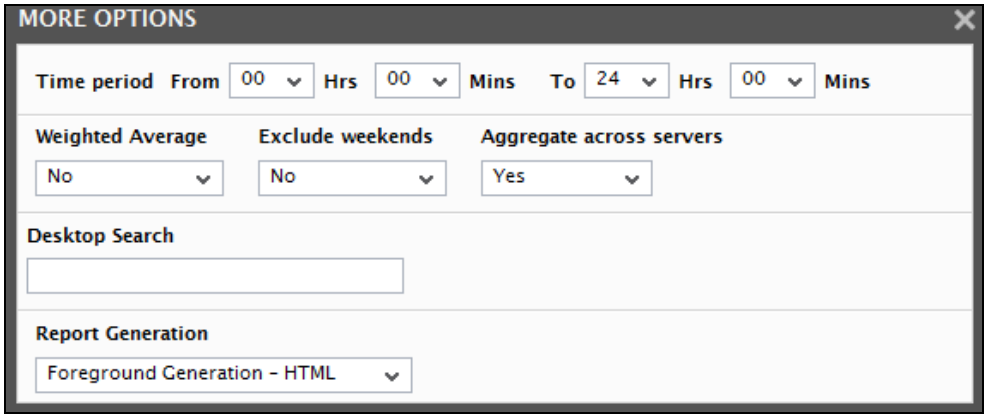


Figure 7.50: The default settings for generating the User Activity report

13. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.50).
14. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.
15. Using the **Weighted Average** flag, you can indicate how the *Avg* value is to be computed for a chosen measure for the purpose of this report. The status of the **Weighted Average** flag is relevant only if the **Test** chosen is a descriptor-based test, and the descriptors are dynamic in nature. For instance, the *Citrix Users* test in our example auto-discovers the users who are currently active on a Citrix XenApp farm. For each user who has logged into the Citrix XenApp, the test reports a variety of statistics. Unlike descriptors such as disk partitions or processors that rarely change, the users are dynamic descriptors, which may change often; in other words, a user who is logged in currently, may opt to log out and may not login at all during the next measurement period. The *Citrix Users* test will neither report metrics for the inactive descriptors

nor display it in the eG monitoring console. This is why, users in the *Citrix Users* test are considered 'dynamic descriptors'.

16. By default, this report compares the *Avg* value of the chosen measure across all selected descriptors. Since the **Weighted Average** flag is set to **No** by default, this *Avg* is computed as the ratio of the sum total of the measure values reported by a descriptor during the given timeline and the total number of times the test is executed during the same timeline. In case of dynamic descriptors however, the *Avg* values so computed may not reveal the 'true picture of performance'. This is because, the test may not discover or report metrics for dynamic descriptors throughout a given timeline. For example, take the case of the *Citrix Users* test. Say, two users - namely, 'A' and 'B' have logged into the Citrix XenApp server. During its first measurement period; the CPU Utilization for a user session is registered as 2% and 8% respectively. Assume that the second time the *Citrix Users* test ran, it captured 5% as the CPU Utilization of user 'A'. User 'B' however was inactive during the second measurement period, and hence, was not discovered at all. If the **Weighted Average** flag is set to **No** by default, then, this report will plot the Avg value of 4% (3+5=8/2=4) for user 'A' and 4% (8/2=4) again for user 'B'. If you notice, unlike user 'A', where 8% of CPU was utilized over a period of time, in case of user 'B', 8% of CPU was utilized at one shot! Logically therefore, user 'B' has to be ranked above user 'A' in terms of CPU utilization. However, since the default Avg value computation does not clearly bring out this difference, both user 'A' and 'B' are treated at par in this report! This is why, in case of dynamic descriptors, you may want to set the **Weighted Average** flag to **Yes**. In this case, the eG Enterprise system expresses *Avg* as the ratio of the sum total of the measure values reported by a descriptor during a given timeline and the 'total number of times that descriptor was active' during the same timeline. This implies that if the **Weighted Average** flag is set to Yes in the example above, the Avg value for user 'A' will continue to be 4 (3+5=8/2=4), but the same for user 'B' will be 8 MB (8/1=8). In this report therefore, user 'B' will be placed above user 'A', thereby accurately pointing you to the top user who is consuming maximum CPU resources.

17. If you wish to view the user activity on a chosen desktop, then you can use the **Desktop Search** text box. Provide the name of the desktop of your choice in this text box to view the entire user activity on that particular desktop for the chosen timeperiod.

18. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would

have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

19. Finally, click the **Run Report** button. Figure 7.51 will now appear.

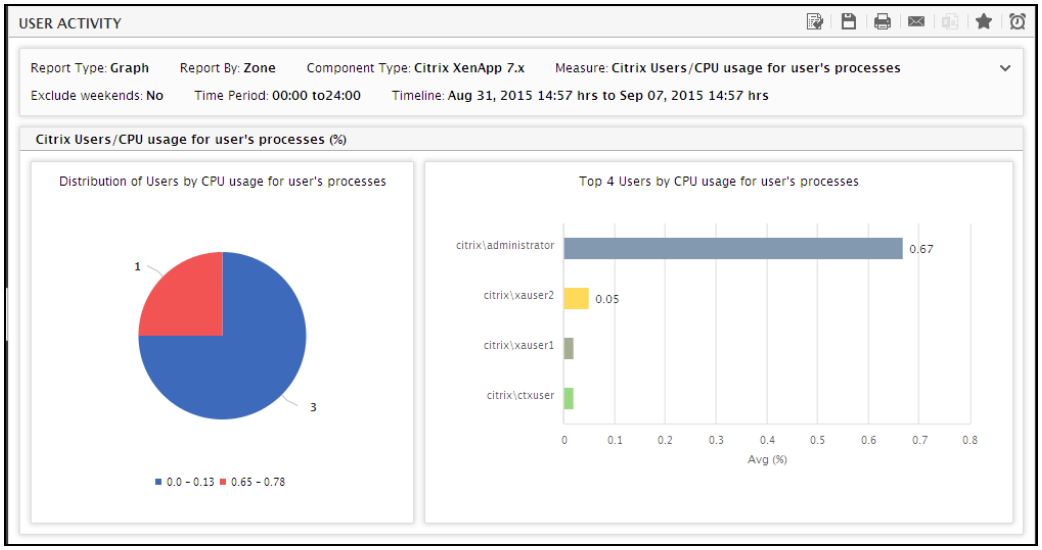


Figure 7.51: The User Activity report

20. Clicking on a slice of the pie chart will reveal the user who is currently in the specified range (see Figure 7.51).

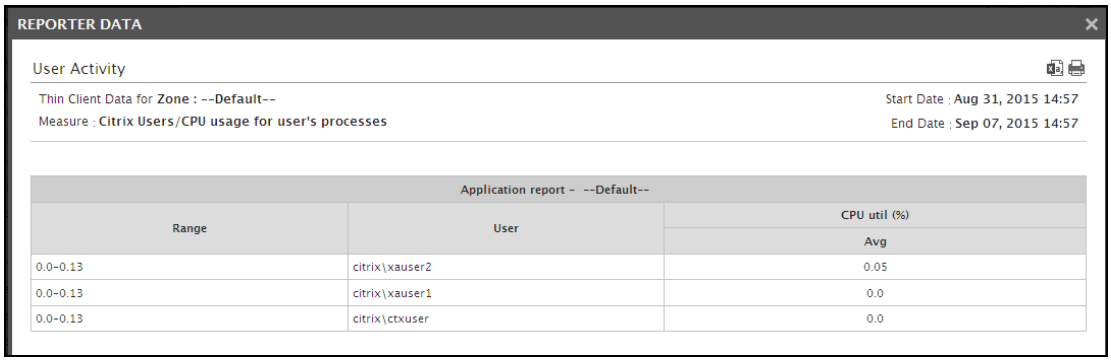


Figure 7.52: The data that appears upon clicking on the slice of the pie chart

21. If the **Timeline** option is chosen from the **Graph Type** and the **Weighted Average** list is set to **Yes**, then the report generated will appear as shown in Figure 7.53.

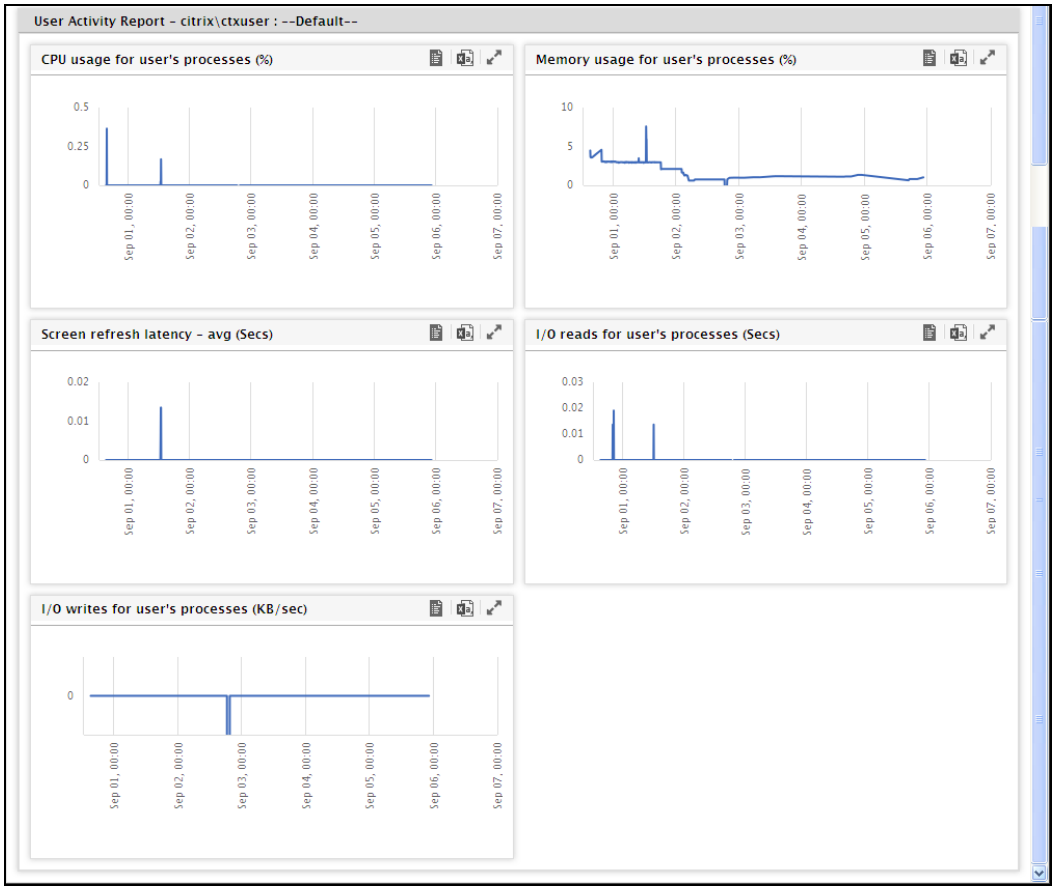


Figure 7.53: The User Activity report when the Timeline option is chosen

22. Figure 7.55 shows a tabular **Thin Client User Activity** report for a chosen server. By default, for every user displayed in this table, the following metrics will be displayed:

- The *Avg* CPU utilization
- The *Avg* Memory utilization
- The *Avg* latency
- The *Avg* IO reads performed by the user and
- The *Avg* IO Writes performed by the user

While these default metrics cannot be changed, you can, however, configure functions other than Avg to be executed on the values reported by these metrics. Similarly, additional metrics can also be configured for display in the report. Though the generated report is initially sorted based on the column selected from the **Based On Measure** list, the displayed report can once again be sorted based on any column. Simply clicking on the arrow button present in each column will ensure you that the report is sorted based on the chosen column.

23. Suppose if all components had been chosen instead of a particular **Component**, then an additional **Aggregate across servers** field will appear, as depicted by Figure 7.54.

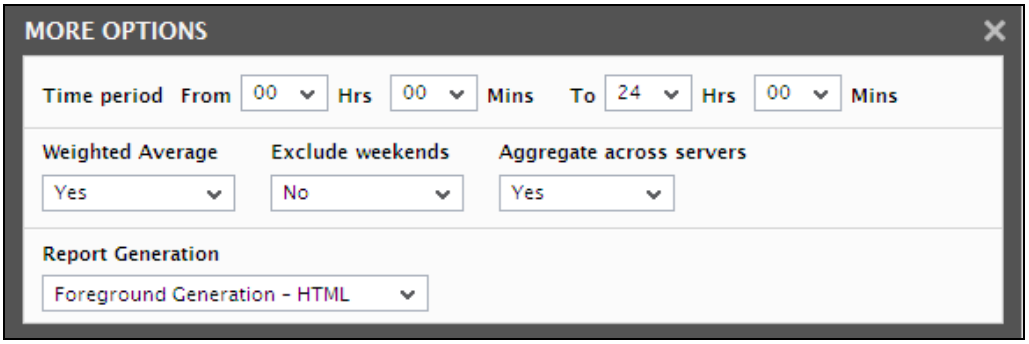
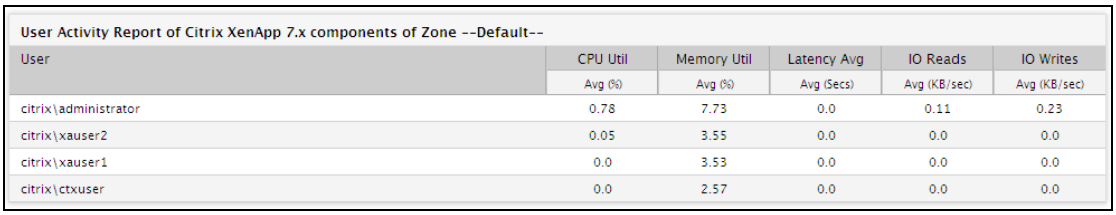


Figure 7.54: Selecting the zone based aggregation option

24. While monitoring the user activity on all the servers in a chosen **Zone**, you can indicate whether the measures to be displayed in the report are to be aggregated at the zone-level or the individual server-level. Selecting the **Yes** option from the **Aggregate across servers** list will ensure that the user activity determining metrics displayed in the report for the chosen server(s) is aggregated across all the servers in the selected zone (see Figure 7.55).

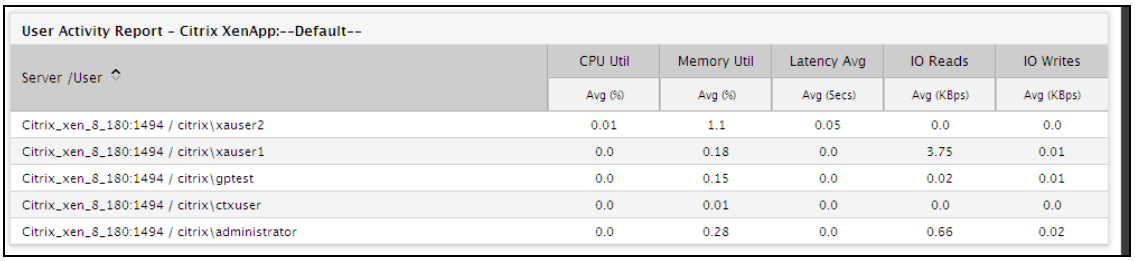


User Activity Report of Citrix XenApp 7.x components of Zone --Default--

User	CPU Util	Memory Util	Latency Avg	IO Reads	IO Writes
	Avg (%)	Avg (%)	Avg (Secs)	Avg (KB/sec)	Avg (KB/sec)
citrix\administrator	0.78	7.73	0.0	0.11	0.23
citrix\xauser2	0.05	3.55	0.0	0.0	0.0
citrix\xauser1	0.0	3.53	0.0	0.0	0.0
citrix\ctxuser	0.0	2.57	0.0	0.0	0.0

Figure 7.55: Zone based aggregation for the thin client user activity report

25. On the other hand, if you select **No** from the **Aggregate across servers** list, then the report will reflect the name of the user and the server on which the user is currently active in the selected zone - in other words, the report will display a different set of metrics for every server/user combination (see Figure 7.56).



User Activity Report - Citrix XenApp:--Default--

Server /User	CPU Util	Memory Util	Latency Avg	IO Reads	IO Writes
	Avg (%)	Avg (%)	Avg (Secs)	Avg (KBps)	Avg (KBps)
Citrix_xen_8_180:1494 / citrix\xauser2	0.01	1.1	0.05	0.0	0.0
Citrix_xen_8_180:1494 / citrix\xauser1	0.0	0.18	0.0	3.75	0.01
Citrix_xen_8_180:1494 / citrix\gptest	0.0	0.15	0.0	0.02	0.01
Citrix_xen_8_180:1494 / citrix\ctxuser	0.0	0.01	0.0	0.0	0.0
Citrix_xen_8_180:1494 / citrix\administrator	0.0	0.28	0.0	0.66	0.02

Figure 7.56: Server based aggregation for the thin client user activity report

Note:

In order to configure additional information to be displayed in the report, you will have to edit the **[CITRIX_USER_ACTIVITY_REPORT]** section of the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. By default, the **[CITRIX_USER_ACTIVITY_REPORT]** section will contain the following specifications:

```
[CITRIX_USER_ACTIVITY_REPORT]
Citrix_MF_XP:CtxXpUserTest:Cpu_util#Cpu util=Avg
Citrix_MF_XP:CtxXpUserTest:Mem_util#Memory util=Avg
Citrix_MF_XP:CtxXpUserTest:Latency_avg#Latency avg=Avg
Citrix_MF_XP:CtxXpUserTest:IO_reads#IO Reads=Avg
Citrix_MF_XP:CtxXpUserTest:IO_writes#IO Writes=Avg
```

Close scrutiny of the default specifications reveals the following format:

<InternalComponentType>:<InternalTest>:<InternalMeasure>#<Display name of Measure>=<Comma-separated list of functions to be executed on the value of the Measure>

Accordingly, in the first line of the default specification:

- Citrix_MF_XP is the <InternalComponentType>
- CtxXpUserTest is the <InternalTest>
- Cpu_util is the <InternalMeasure>
- Cpu util is the <Display name of Number_of_processes>

  Note:

  If a display name is not provided for a measure, then the actual measure name will automatically become the display name.

- *Avg* is the function that will be executed on the value of the Cpu_utilmeasure

To ascertain the internal component-type, test, and measure names, follow the procedure detailed in Page Section of this manual. This indicates that by default, the Avg of the Latency_avg, IO_reads, IO_writes, Cpu_util, and Mem_util measures of the CtxAppTest will be available in every 'Citrix' application report. Similarly, by default, the *Avg* of the *Number_of_processes*, *Cpu_util*, and *Mem_util* measures of the *TermAppTest* will be available in every 'Terminal server' application report.

Note:

The **default measures** mentioned above **should not be removed** from the **[CITRIX_USER_ACTIVITY_REPORT]** section. However, the following details pertaining to these default measures can be changed, if need be:

- The display name of the default measures
- The functions to be executed on the default measure. For example, if you want the application report to display both the *Avg* and *Max* values of the *Cpu_util* measure, the default specification can be changed as follows:

```
Citrix_MF_XP:CtxXpUserTest:Cpu_util#Cpu util=Avg,Max
```

Besides, you can add more measure specifications in the format specified above. **Before configuring more measures, determine the internal component type, test, and measure names using the procedure discussed in Page** Section **of this manual. Note that a report can contain a maximum of 17 columns of data.**

Note:

While generating any of the above-mentioned thin client reports, you can make sure that specific descriptors are omitted from the Avg, Max, Min computations for the configured measures, by specifying the descriptor names in the following format in the [infos_to_be_omitted] section of the **eg_report.ini** file (in the <eg_install_dir>**\manager\config** directory):

<InternalTest>:<InternalMeasure>=<Descriptor>

For example, to ensure that the *Summary* descriptor of *SystemTest* is excluded while calculating the average of *Cpu_util*, provide the following specification in the **[INFOS_TO_BE_OMITTED]** section:

[INFOS_TO_BE_OMITTED]

SystemTest:Cpu_util=Summary

If the eG license disables the detailed diagnosis capability, or if the diagnosis frequencies are set to 0, then the following thin client reports cannot be generated: Application, User, and Session.

7.1.1.7 Users - Active / Idle Time Report

The modern day work place offers many flexible work options to employees, such as work from home. The bane of this work culture, from an administrative stand point, is that administrators now need to track users connecting to desktops or cloud instances from external networks, measure how long each user was logged into their desktops, and determine how actively they used the desktops. Desktop usage is a key determinant of user productivity. If a user was not actively using the desktop through the entire time he/she was logged in – i.e., was idle the entire time – it is a clear indicator that user/employee was unproductive. To assess how well the employees are utilizing the resources available to them and to identify employees who are abusing the facilities provided, the **Users - Active / Idle Time** report can be used. This report reveals how long during a chosen time period each user was active/idle on their desktop. Idle/unproductive users can be identified and pulled up for questioning.

To generate the **Users - Active / Idle Time** report, do the following:

1. Select the **Active / Idle Time** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> Users*.
2. Figure 7.57 will then appear.

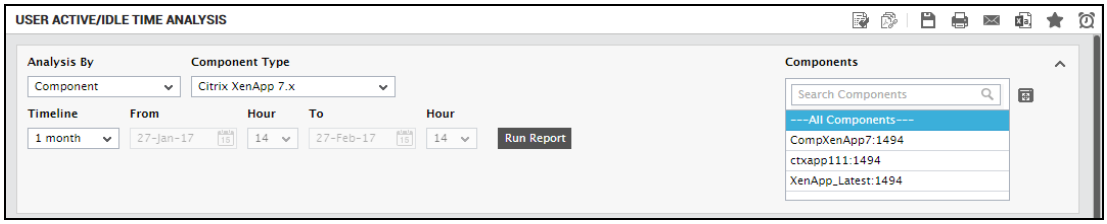


Figure 7.57: Specifying the criteria for the Users - Active / Idle Time report

3. From Figure 7.57, select a criterion for analysis from the **Analysis By** list box. Using this report, you can analyze the performance of one/more components, or those that are part of a service or a segment. The options provided by the **Analysis By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on active/idle time details of on all the managed *Citrix XenApp 7.x* hosts in the environment, select **Component** from the **Analysis By** list, select *Citrix XenApp 7.x* from the **Component Type** list, and then select all the virtual hosts listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub Zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub Zone** flag to **Yes**.

4. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last

option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

5. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.58). The steps below discuss each of these settings and how they can be customized.

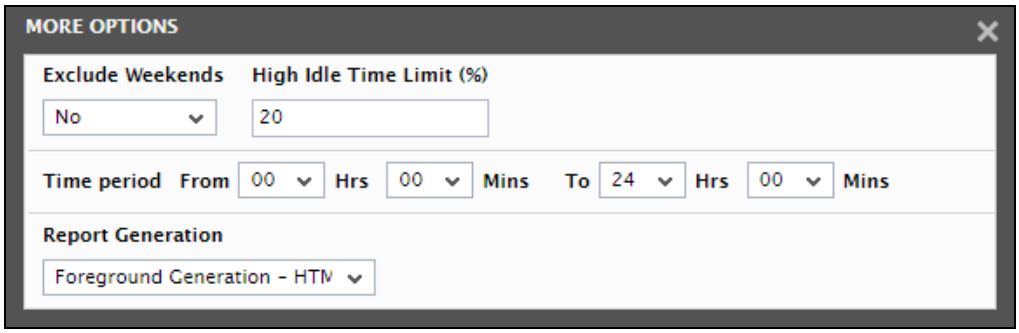


Figure 7.58: The default settings for generating the User Active/idle Time Analysis report

6. If the timeline specified for the report needs to exclude the data collected during the weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday*,*Sunday* by default. You can modify this by setting the **Days** parameter to a comma-

separated list of other days of the week - say *Friday*,*Saturday*.

- Save the file after making the required changes.

7. Specify the percentage of time for which a user is allowed to be *idle* on the desktops in the **High Idle Time limit** text box. By default, this is 20% of the total working hours of the user on the desktops.
8. Then, specify the start time and end time for report generation against the **Time period** field (see Figure 7.58).
9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.

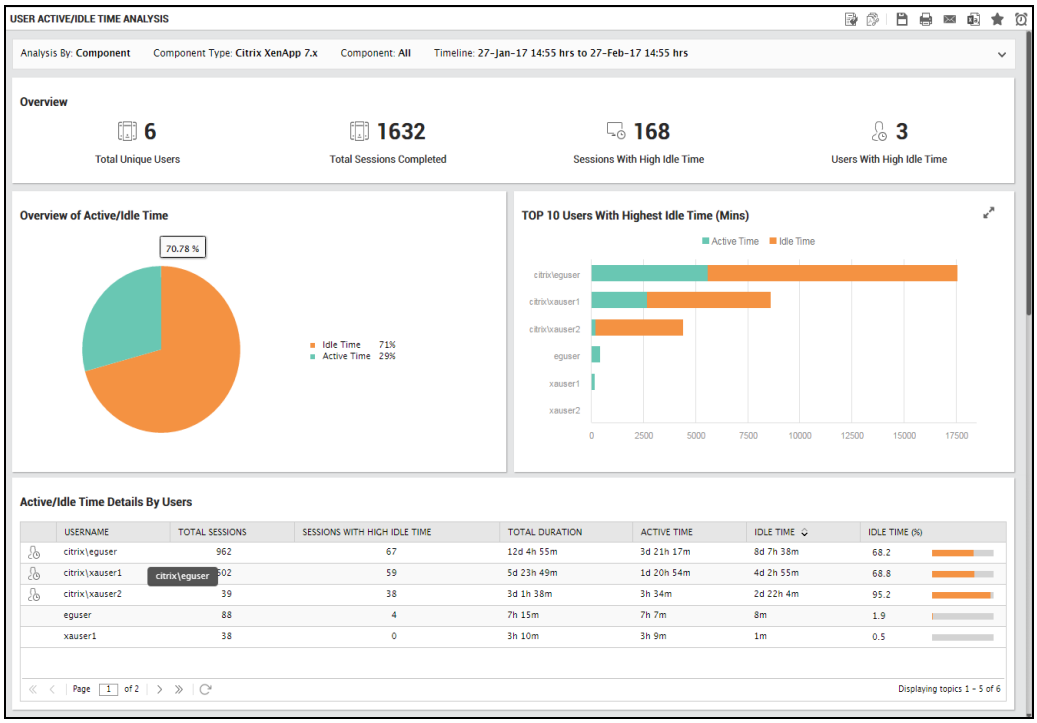


Figure 7.59: An User Active/idle Time Analysis report

11. The generated report as shown in Figure 7.59, contains four sections. Let us now discuss each section in detail:

    - The first section of the report is an **Overview** section which reveals the number of unique users, the total number of sessions that were completed in time, the number of sessions on which the users were idle for a prolonged time period and the number of users who were idle for a long duration.

    - The **Overview of Active/Idle Time** section provides a bird's-eye view of the users who are currently active and idle.

    - The **Top 10 Users With Highest Idle Time** section comprises of a bar graph that lists the top-10 users who were idle for longer time duration. By merely looking at this section, administrators can identify the user who were idle for a prolonged time duration.

    - The **Active/Idle Time Details By Users** table lists the name of the users, the total number of sessions that were established by the users, the number of sessions with highest idle time, the total time duration of the user sessions, the time period during which the users were active, the time period during which the users were in idle state and the percentage of idle time duration. Using these details administrators may be able to constantly monitor the users and instantly identify the users who were idle for a long duration.

Application Reports

7.1.1.8 Applications - Top Applications Report

In order to make sure that a Citrix/Terminal server performs at its peak at all occasions, it is essential to keep tabs on the number of applications executing on the server and their combined and individual resource usage. If the most popular applications in a farm can be identified, administrators can consider alternative load balancing strategies to ensure that the most popular or most resource intensive applications are hosted on different servers.

The **Applications - Top Applications Report** provided by eG Enterprise facilitates a comprehensive review of the usage of applications hosted on a Citrix/Microsoft RDS server farm. By allowing administrators to configure the application-specific metrics that they want displayed in the report, eG Enterprise ensures that useful and workable information is at the disposal of the administrators at all times. As the administrators get to see what they want to see, they will be able to take more effective performance decisions.

In order to generate the application report, do the following:

1. Select the **Top Applications** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> Applications*
2. Figure 7.60 will then appear. To monitor the servers in a farm, select the **Zone** to which the servers in the farm have been added.

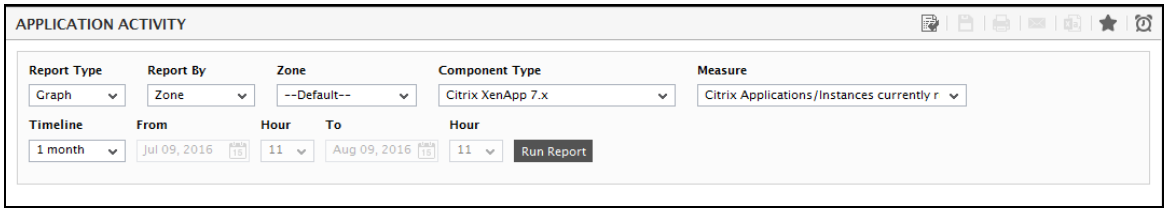


Figure 7.60: Generating the Applications - Top Applications report

3. When Figure 7.60 appears, choose a **Report Type** (**Graph** or **Data**). The default **Report Type** is **Graph**. To closely observe and clearly understand the behavior of a single performance parameter across a zone, you can plot a single measure's data alone in a **Graph** report (see Figure 7.60).
4. Next, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the application activity on one/more independent virtualized components, or those that

are part of a segment, service, or a zone. This way, you can assess the impact of the applications hosted on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:

- **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the utilization of the application hosted on all the managed vSphere VDI hosts in the environment, select *VMware vSphere VDI* from the **Component Type** list, select **Component** from the **Report By** list, and then select all the virtual hosts listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

5. If *Citrix XenApp 4/5/6.x* is chosen from the **Component Type** list, then an additional **Worker Group** list box will appear. Worker groups are collections of XenApp servers, residing in the same farm, that are managed as a single unit. You can publish applications to a worker group. Select a worker group from this list if you wish to view the usage of a User belonging to that particular worker group. By default, **Any** option is selected from this list.

   Note:

   The **Worker Group** list box will appear only if the **SHOW WORKER GROUPS** flag is set to **Yes** while configuring the *Citrix XA Applications* test.

6. If the **Report Type** is **Graph**, a **Measure** list box will appear, containing the complete list of measures that you have configured for the report (see Figure 7.60). From this list, pick the **Measure** for which a graph is to be generated.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour,

2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

- The default **Timeline** can be set using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Configure -> Reports -> Consolidated. For more details regarding this page, refer to Section Section **3.4** of this manual.
- Shorter the **Timeline** for a report, lighter would be the query that is executed on the database, and faster the report generation. Report **Timelines** that run across many weeks therefore, cause excessive strain on the database, thus slowing-down report generation. To save the eG backend from injury, eG Enterprise automatically restricts the maximum **Timeline** for which a thin client report can be generated to the lower of the following values:
  - the value of the **CtxLoginTest** parameter in the [ddd_cleanup] section of the **eg_format.ini** file (in the <EG_INSTALL_DIR>\manager\config directory)
  - the value of the **MaxTimeline** parameter in the [misc] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory).
  - The maximum timeline for which the current user to eG Reporter is permitted to generate reports;

The [ddd_cleanup] section is where you define the interval (in days) at which the detailed diagnosis of specific tests is to be purged from the database. For the **CtxLoginTest**, the default interval is set to 32 days (i.e., just over a month), indicating that, by default, the detailed diagnosis of the **CtxLoginTest** is cleared from the database at the end of every month. Since critical thin client reports are generated based on the detailed diagnosis information, a **Timeline** that exceeds the duration set against **CtxLoginTest** would result in a report that displays invalid/no data. This duration however, is configurable. Similarly, you can also configure a **MaxTimeline** in the [misc] section of the **eg_report.ini** file. By default, this parameter is set to **168** (hours), indicating that the maximum **Timeline** for a thin client report is **1 week** (i.e., 24 * 7 = 168 hours). Also, while creating user profiles using the eG administrative interface, an administrator can indicate the maximum timeline for which that user can generate reports, so as to avoid long running reports.

Now, assume that you have set the **CtxLoginTest** parameter to 21 days (i.e., 3 weeks) and the **MaxTimeline** parameter to 336 hours (i.e., 2 weeks). Also, say that user john with access rights to eG Reporter has been configured to generate reports for a maximum timeline of 1 week.

Therefore, whenever user john logs into eG Reporter and attempts to generate a thin client report, eG Enterprise compares the three values, picks the lowest of the three, and sets that value as the maximum **Timeline** for thin client reports. In our example, the maximum timeline settings of user john (i.e., 1 week) is the lowest Therefore, the maximum value that will be available for selection from the **Fixed Timeline** list box in the thin client report page will be **1 week**.

Note that this timeline restriction does not apply to fixed timeline settings alone. If a user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification is equal to or below the lowest of the three values discussed above. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.61). The steps below discuss each of these settings and how they can be customized.

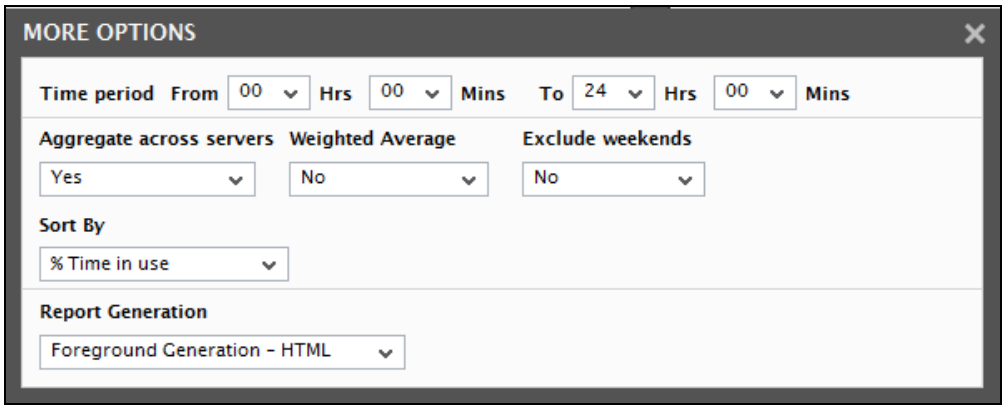


Figure 7.61: The default settings for generating an Application Activity report

9. Specify the start time and end time for report generation against the **Time period** field (See Figure 7.61).

Note:

The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    You can configure the days of the week that need to be considered as a 'weekend' using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

11. Using the **Weighted Average** flag, you can indicate how the *Avg* value is to be computed for a chosen measure for the purpose of this report. The status of the **Weighted Average** flag is relevant only if the **Test** chosen is a descriptor-based test, and the descriptors are dynamic in nature. For instance, the *Citrix XA Applications* test in our example auto-discovers the applications that are currently running on a Citrix XenApp farm. For each application hosted into the Citrix XenApp, the test reports a variety of statistics. Unlike descriptors such as disk partitions or processors that rarely change, the applications are dynamic descriptors, which may change often; in other words, an application that is currently in use, may not be used at all by the user during the next measurement period. The *Citrix XA Applications* test will neither report metrics for the inactive descriptors nor display it in the eG monitoring console. This is why, applications in the *Citrix XA Applications* test are considered 'dynamic descriptors'.

12. By default, this report compares the *Avg* value of the chosen measure across all selected descriptors. Since the **Weighted Average** flag is set to **No** by default, this *Avg* is computed as the ratio of the sum total of the measure values reported by a descriptor during the given timeline and the total number of times the test is executed during the same timeline. In case of dynamic descriptors however, the *Avg* values so computed may not reveal the 'true picture of performance'. This is because, the test may not discover or report metrics for dynamic descriptors throughout a given timeline. For example, take the case of the *Citrix XA Applications* test. Say, two applications - namely, 'A' and 'B' are currently published in the Citrix XenApp server. During its first measurement period; the processes running for each application is registered as 2 and 8 respectively. Assume that the second time the *Citrix XA Applications* test ran, it captured 5 as the number of processes running for application 'A'. Application 'B' however was inactive during the second measurement period, and hence, was not discovered at all. If the **Weighted Average** flag is set to **No** by default, then, this report will plot the Avg value of 4

(3+5=8/2=4) for application 'A' and 4 (8/2=4) again for application 'B'. If you notice, unlike application 'A', where 8 processes were running over a period of time, in case of application 'B', 8 processes were running at one shot! Logically therefore, application 'B' has to be ranked above application 'A' in terms of the number of processes that were running. However, since the default Avg value computation does not clearly bring out this difference, both application 'A' and 'B' are treated at par in this report! This is why, in case of dynamic descriptors, you may want to set the **Weighted Average** flag to **Yes**. In this case, the eG Enterprise system expresses *Avg* as the ratio of the sum total of the measure values reported by a descriptor during a given timeline and the 'total number of times that descriptor was active' during the same timeline. This implies that if the **Weighted Average** flag is set to **Yes** in the example above, the Avg value for application 'A' will continue to be 4 (3+5=8/2=4), but the same for application 'B' will be 8 (8/1=8). In this report therefore, application 'B' will be placed above application 'A', thereby accurately pointing you to the top application with the highest number of currently running processes.

13. If you have selected **Data** option from the **Report Type** list, then an additional **Sort By** list will appear as shown in Figure 7.61. Selecting an option (**%Time in use** or **Number of Unique users**) from this list to sort the report when generated as PDF.

14. If you wish to exclude certain processes of the applications for which the report is to be generated, then select those processes/applications from the **Exclude Applications** list.

15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report**

Generation list will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button to generate the report.
17. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.62 revealing the following:

    - A distribution pie chart reveals the number of components in different distribution ranges(see Figure 7.62). The distribution ranges are obtained based on the first of the configured functions for the chosen **Measure**. For instance, assume that CPU usageis the chosen **Measure**. Say that you have configured to display the Avg and Maxof CPU usagein the application report. Typically, both these configured values will appear only in a **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., Avg of CPU usage- alone is calculated for the chosen zone. A quick glance at the pie chart indicates where CPU has been excessively spent. Click on a particular slice in the pie chart to view the list of applications that fall within the value range represented by that slice (see Figure 7.63). Against every application name, the actual values for each of the configured functions (both Avg and Max, in our example) will be displayed.

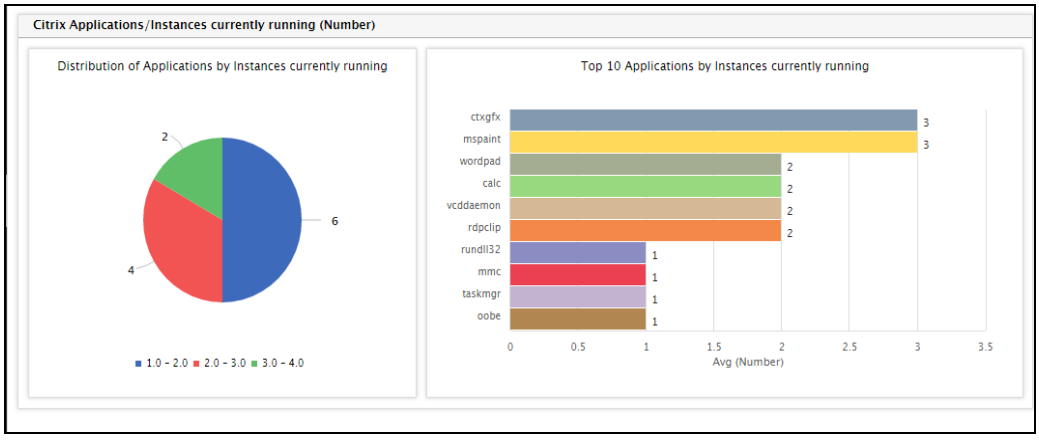
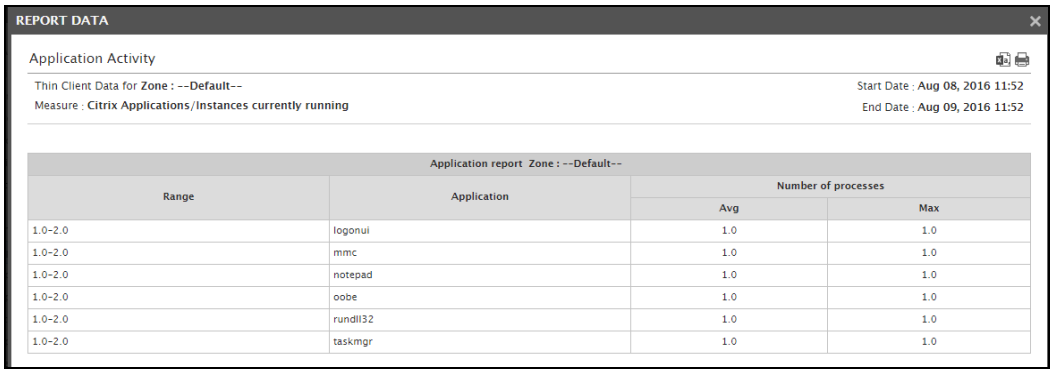


Figure 7.62: A graphical Thin client Application Activity report


REPORT DATA

Application Activity

Thin Client Data for **Zone : --Default--**
Measure : **Citrix Applications/Instances currently running**

Start Date : **Aug 08, 2016 11:52**
End Date : **Aug 09, 2016 11:52**

Application report Zone : --Default--			
Range	Application	Number of processes	
		Avg	Max
1.0-2.0	logonui	1.0	1.0
1.0-2.0	mmc	1.0	1.0
1.0-2.0	notepad	1.0	1.0
1.0-2.0	oobe	1.0	1.0
1.0-2.0	rundll32	1.0	1.0
1.0-2.0	taskmgr	1.0	1.0

Figure 7.63: A list of applications with *Instances running* in a given range

Note:

- By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - Change the value of the **chartTypeForDist** parameter in the [application_report] section of this file from the default **Pie**, to **Bar**.
  - Save the **eg_report.ini** file.
- By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:
  - Edit the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory.
  - Specify a number of your choice against the **nofRangeForDist** parameter in the [application_report] section of this file. By default, this parameter will hold the value 10.
  - Save the **eg_report.ini** file.

◦ Alongside the pie chart, you will find a bar chart that indicates the applications that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the Processes running measure, this bar chart reveals the top processes-consuming applications in the entire zone. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

Note:

- The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:
- Edit the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the [application_report] section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.
- Finally, save the **eg_report.ini** file.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the application report, by editing the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. The [application_report] section of this file defines the 20 default colors of the distribution and bar charts of an application report, in the following format:

```
[APPLICATION_REPORT]
```

```
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7
```

```
distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You can override the default color settings of the distribution chart by modifying the color-codes specified against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

18. A **Data** report, on the other hand, does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report (see Figure 7.64).
19. If you choose **Data** as the **Report Type**, then you will have to select the server for which the report is to be generated from the **Components** list.
20. If you choose **Data** as the **Report Type**, you will have to select the column by which the report data is to be sorted from the **Sort By** list (see Figure 7.61). Selecting an option (**%Time in use** or **Number of Unique users**) from this list will sort the report based on the chosen column when generated as PDF.
21. Next, choose a specific **Application** to be monitored, or select the **All Applications** option.

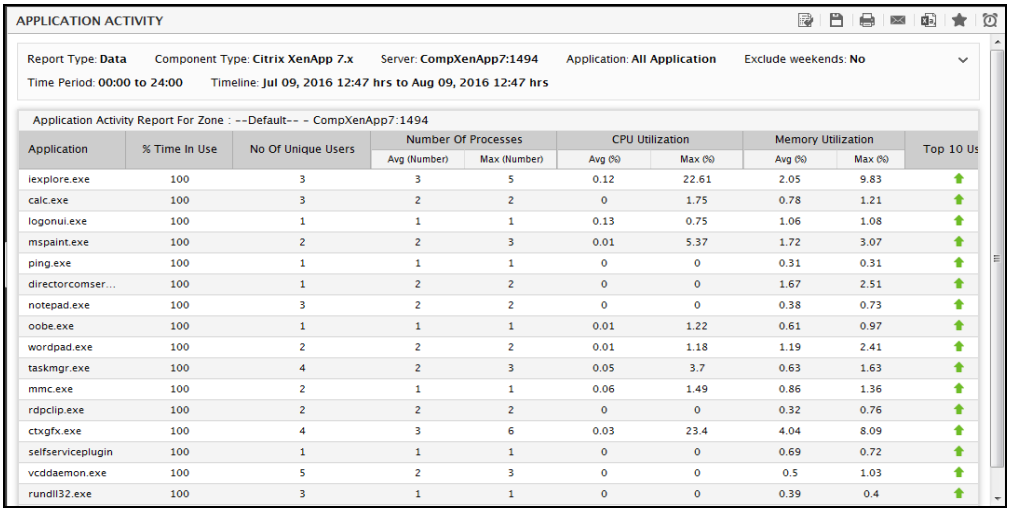
22. Then, like in the case of a **Graph** report, provide a **Time period**, **Timeline**, and indicate whether/not to **Exclude weekends**. Also, pick the **Foreground Generation - HTML** option from the **Report Generation** list. Finally, click on the **Run Report** button.

23. In case of a **Data** report, a table providing the critical performance statistics (see Figure 7.64) for the chosen server will appear. By default, the following metrics will be displayed:

    - The Avg number of instances of an application executing on the chosen server
    - The Avg CPU utilization of every application
    - The Avg memory utilization of every application

    While these default metrics cannot be changed, you can, however, configure functions other than *Avg* to be executed on the values reported by these metrics. Similarly, additional metrics can also be configured for display in the report.

    Besides the default and configured measure information, the **Data** report displays the percentage of time for which the chosen application(s) was in use, and the number of distinct (unique) users who were accessing the application(s) during the specified timeline. This information clearly indicates the least and the most used applications on the server.


APPLICATION ACTIVITY

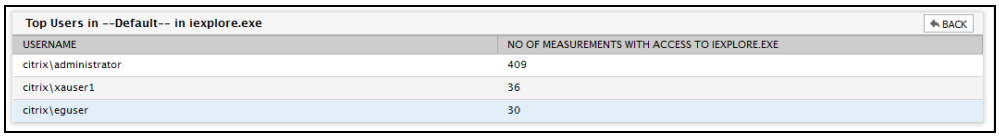
Report Type: **Data** Component Type: **Citrix XenApp 7.x** Server: **CompXenApp7:1494** Application: **All Application** Exclude weekends: **No**
Time Period: **00:00 to 24:00** Timeline: **Jul 09, 2016 12:47 hrs to Aug 09, 2016 12:47 hrs**

Application Activity Report For Zone : --Default-- - CompXenApp7:1494

Application	% Time In Use	No Of Unique Users	Number Of Processes		CPU Utilization		Memory Utilization		Top 10 Us
			Avg (Number)	Max (Number)	Avg (%)	Max (%)	Avg (%)	Max (%)	
iexplore.exe	100	3	3	5	0.12	22.61	2.05	9.83	
calc.exe	100	3	2	2	0	1.75	0.78	1.21	
logonui.exe	100	1	1	1	0.13	0.75	1.06	1.08	
mspaint.exe	100	2	2	3	0.01	5.37	1.72	3.07	
ping.exe	100	1	1	1	0	0	0.31	0.31	
directorcomser...	100	1	2	2	0	0	1.67	2.51	
notepad.exe	100	3	2	2	0	0	0.38	0.73	
oobe.exe	100	1	1	1	0.01	1.22	0.61	0.97	
wordpad.exe	100	2	2	2	0.01	1.18	1.19	2.41	
taskmgr.exe	100	4	2	3	0.05	3.7	0.63	1.63	
mmc.exe	100	2	1	1	0.06	1.49	0.86	1.36	
rdpclip.exe	100	2	2	2	0	0	0.32	0.76	
ctxgfx.exe	100	4	3	6	0.03	23.4	4.04	8.09	
selfserviceplugin	100	1	1	1	0	0	0.69	0.72	
vcddaemon.exe	100	5	2	3	0	0	0.5	1.03	
rundll32.exe	100	3	1	1	0	0	0.39	0.4	

Figure 7.64: The Application Activity data report

Also, to view the top-n users of the application at the server-level, click on the **Top <N> users** link corresponding to the application. Figure 7.65 will then appear listing the top-n users of the application on the chosen **Server**.



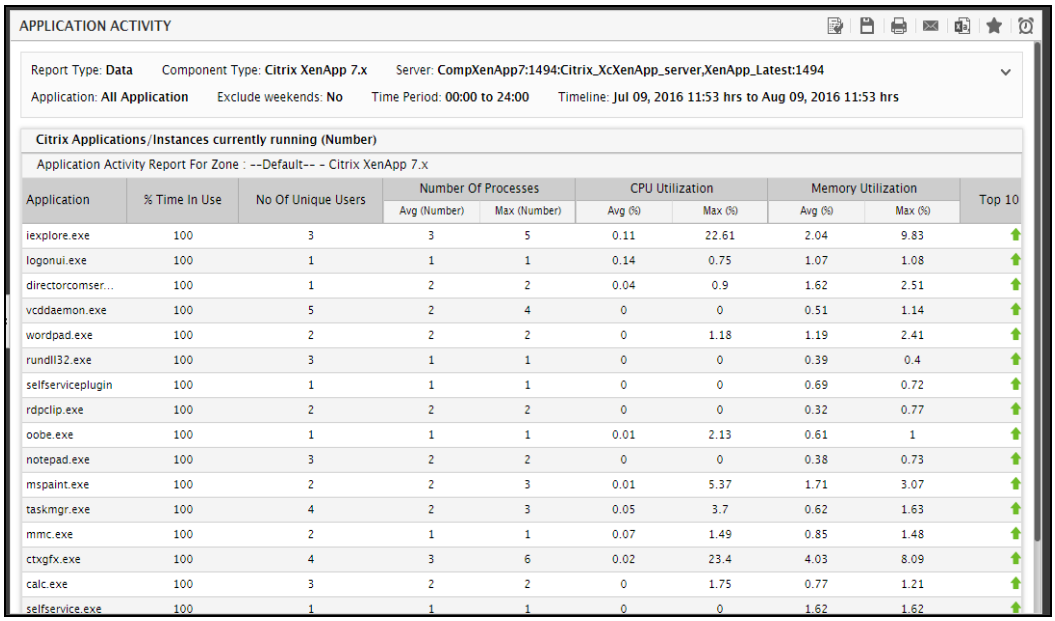
Top Users in --Default-- in iexplore.exe

BACK

USERNAME	NO OF MEASUREMENTS WITH ACCESS TO IEXPLORE.EXE
citrix\administrator	409
citrix\xauser1	36
citrix\eguser	30

Figure 7.65: Top users of the application at the server-level

If, at step 16 above, if all the **Components** of a chosen **Component Type** or the *All Applications* options had been chosen, then an additional **Aggregate across servers** list will appear, as depicted by Figure 7.61. While monitoring the applications executing on all the servers in a chosen **Zone**, you can indicate whether the measures to be displayed in the report are to be aggregated at the zone-level or the individual server-level. Selecting **Yes** from the **Aggregate across servers** will ensure that the usage metrics displayed in the report for the chosen application(s) is aggregated across all the servers in the selected zone. Clicking on the **Top <N> users** link corresponding to an application in this report will therefore reveal the top-n users of the application across the entire zone (see Figure 7.67).



APPLICATION ACTIVITY

Report Type: **Data** Component Type: **Citrix XenApp 7.x** Server: **CompXenApp7:1494:Citrix_XcXenApp_server,XenApp_Latest:1494**

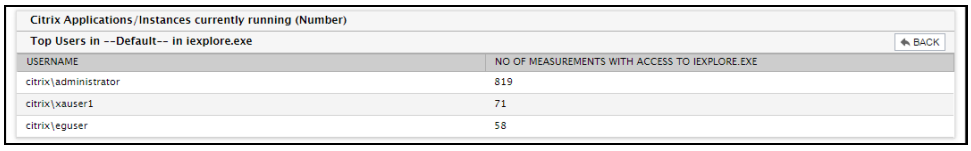
Application: **All Application** Exclude weekends: **No** Time Period: **00:00 to 24:00** Timeline: **Jul 09, 2016 11:53 hrs to Aug 09, 2016 11:53 hrs**

Citrix Applications/Instances currently running (Number)

Application Activity Report For Zone : --Default-- - Citrix XenApp 7.x

Application	% Time In Use	No Of Unique Users	Number Of Processes		CPU Utilization		Memory Utilization		Top 10
			Avg (Number)	Max (Number)	Avg (%)	Max (%)	Avg (%)	Max (%)	
iexplore.exe	100	3	3	5	0.11	22.61	2.04	9.83	
logonui.exe	100	1	1	1	0.14	0.75	1.07	1.08	
directorcomser...	100	1	2	2	0.04	0.9	1.62	2.51	
vcddaemon.exe	100	5	2	4	0	0	0.51	1.14	
wordpad.exe	100	2	2	2	0	1.18	1.19	2.41	
rundll32.exe	100	3	1	1	0	0	0.39	0.4	
selfserviceplugin	100	1	1	1	0	0	0.69	0.72	
rdpclip.exe	100	2	2	2	0	0	0.32	0.77	
oobe.exe	100	1	1	1	0.01	2.13	0.61	1	
notepad.exe	100	3	2	2	0	0	0.38	0.73	
mspaint.exe	100	2	2	3	0.01	5.37	1.71	3.07	
taskmgr.exe	100	4	2	3	0.05	3.7	0.62	1.63	
mmc.exe	100	2	1	1	0.07	1.49	0.85	1.48	
ctxgfx.exe	100	4	3	6	0.02	23.4	4.03	8.09	
calc.exe	100	3	2	2	0	1.75	0.77	1.21	
selfservice.exe	100	1	1	1	0	0	1.62	1.62	

Figure 7.66: Zone-based aggregation



Citrix Applications/Instances currently running (Number)

Top Users in --Default-- in iexplore.exe

BACK

USERNAME	NO OF MEASUREMENTS WITH ACCESS TO IEXPLORE.EXE
citrix\administrator	819
citrix\xauser1	71
citrix\eguser	58

Figure 7.67: Top application users at the zone-level

24. On the other hand, if you select the **No** from **Aggregate across servers** list, then the report will

reflect the usage of every chosen application(s) on every server in the selected zone - in other words, the report will display a different set of metrics for every server-application combination (see Figure 7.68). In this case therefore, clicking on the **Top <N> users** link that corresponds to a server-application combination will list the top-n users of that application on that server (see Figure 7.69).

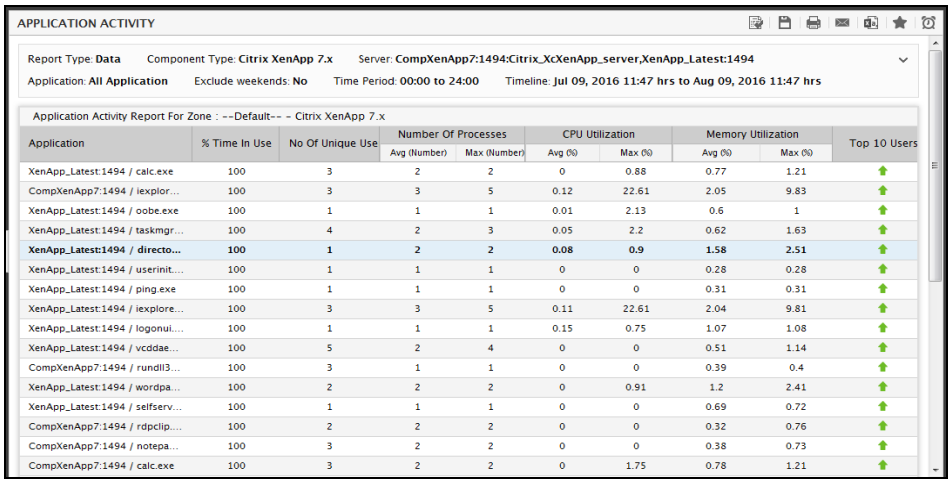


Figure 7.68: Aggregation at the server-level

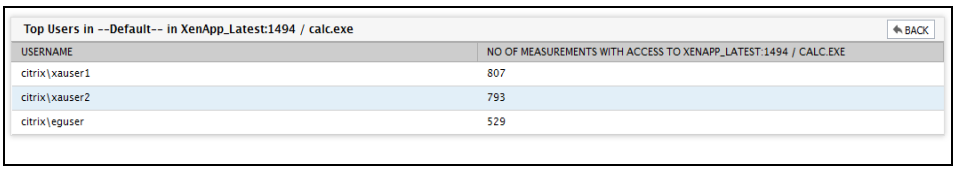


Figure 7.69: Top application users at the server-level

25. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

Note:

You can configure the **'N'** in the **Top <N>** applications, by editing the **eg_report.ini** file (in the <eg_install_dir>**\manager\config** directory). In the [application_report] section of this file, set the **Top** parameter to a particular number as indicated below:

```
[CITRIX_APPLICATION_REPORT]
Top=10
```

In the example above, **Top** has been set to **10**. This ensures that all **'Top <N>'** hyperlinks in the Citrix Application Report page now read as **"Top 10"**. Moreover, clicking on the **Top 10** hyperlink will list the top 10 applications in terms of utilization.

In order to configure additional information to be displayed in the report, you will have to edit the [application_report] section of the **eg_report.ini** file in the Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. By default, the [APPLICATION_REPORT] section will contain the following specifications:

```
[APPLICATION_REPORT]
Citrix_MF_XP:CtxAppTest:Number_of_processes#No of Processes=Avg
Citrix_MF_XP:CtxAppTest:Cpu_util#Cpu util=Avg
Citrix_MF_XP:CtxAppTest:Memory_util#Memory util=Avg
Terminal:TermAppTest:Number_of_processes#No of Processes=Avg
Terminal:TermAppTest:Cpu_util#Cpu util=Avg
Terminal:TermAppTest:Memory_util#Memory util=Avg
```

Close scrutiny of the default specifications reveals the following format:

<InternalComponentType>:<InternalTest>:<InternalMeasure>#<Display name of Measure>=<Comma-separated list of functions to be executed on the value of the Measure>

Accordingly, in the first line of the default specification:

- Citrix_MF_XPis the <InternalComponentType>
- CtxAppTest is the <InternalTest>
- Number_of_processes is the <InternalMeasure>
- No of Processes is the <Display name of Number_of_processes>

  Note:

  If a display name is not provided for a measure, then the actual measure name will automatically become the display name.

- Avg is the function that will be executed on the value of the Number_of_processes measure

To ascertain the internal component-type, test, and measure names, follow the procedure detailed in Page Section of this manual. This indicates that by default, the *Avg* of the *Number_*

of_processes, *Cpu_util*, and *Mem_util* measures of the *CtxAppTest* will be available in every 'Citrix' application report. Similarly, by default, the Avg of the Number_of_processes, Cpu_util, and Mem_util measures of the TermAppTest will be available in every 'Terminal server' application report.

Note:

The **default measures** mentioned above **should not be removed** from the [application_report] section. However, the following details pertaining to these default measures can be changed, if need be:

- The display name of the default measures
- The functions to be executed on the default measure. For example, if you want the application report to display both the *Avg* and *Max* values of the *Number_of_processes* measure, the default specification can be changed as follows:

```
Citrix_MF_XP:CtxAppTest:Number_of_processes#No of Processes=Avg,Max
```

Besides, you can add more measure specifications in the format specified above. **Before configuring more measures, determine the internal component type, test, and measure names using the procedure discussed in Page** Section **of this manual. Note that a report can contain a maximum of 17 columns of data.**

Note:

- While generating any of the above-mentioned Citrix / VDI reports, you can make sure that specific descriptors are omitted from the Avg, Max, Min computations for the configured measures, by specifying the descriptor names in the following format in the [infos_to_be_omitted] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory):

<InternalTest>:<InternalMeasure>=<Descriptor>

For example, to ensure that the *Summary* descriptor of SystemTest is excluded while calculating the average of Cpu_util, provide the following specification in the [INFOS_TO_BE_OMITTED] section:

```
[INFOS_TO_BE_OMITTED]
```

```
SystemTest:Cpu_util=Summary
```

- If the eG license disables the detailed diagnosis capability, or if the diagnosis frequencies are set to 0, then the following thin client reports cannot be generated: Application, User, and Session.

7.1.1.9 Applications-Launches Report

Citrix administrators are often interested in auditing user activity on their XenApp farms. They would like to understand who accessed each application in the farm and for how long. The **Applications-Launches** report addresses this need. Using the information in this report, administrators can determine which applications are most accessed, by whom and for how long. This information can also be useful if Citrix administrators have to bill different organizations in an enterprise for usage of the different applications published in the Citrix XenApp farm.

To generate this report, do the following:

1. Select the **Launches** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports ->Virtual Applications / Desktops -> Applications*
2. When Figure 7.70 appears, do the following:

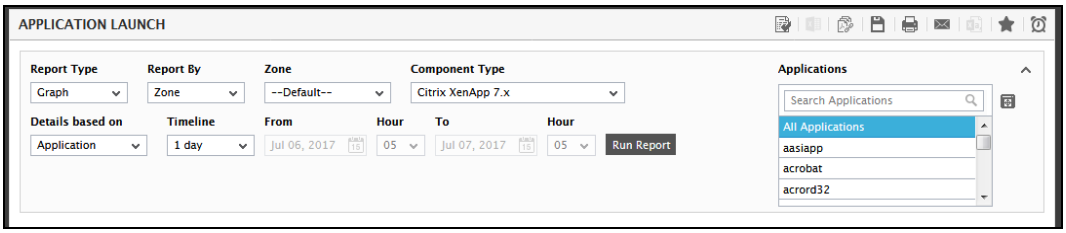


Figure 7.70: Generating the Applications-Launches report

3. Choose a **Report Type** (**Graph** or **Data**) for generating the report. The default **Report Type** is **Graph**. A **Graph** report graphically represents the measure data.
4. Select the **Zone** to which the servers of interest to you belong. If no zones have been configured in your environment, then all the managed servers in the environment will be automatically grouped under a zone named *Default*; in such cases therefore, select the *Default* zone.
5. Next, from the **Component Type** list, select the virtual server type for which this report is to be generated.
6. In the **Component** list box, all the components pertaining to the chosen **Component Type** will be listed. If the **Component** list consists of too many virtual servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Component** list. This will open the **COMPONENTS** pop up window using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search**

Components text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component** list will then be populated with all component names that embed the specified search string.

7. If you wish to generate the report based on the overall access of the **Applications** in your environment, select **Application** from the **Details based on** list. For a detailed report on the application access of each user in your environment, select the **User** option.
8. In the **Application** list box, all the applications pertaining to the chosen **Components** will be listed. If the **Applications** list consists of too many applications, then viewing all the applications and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Applications** list. This will open the **APPLICATIONS** pop up window using which you can view almost all the applications in a single interface and **Select** the ones for which the report is to be generated. If there are still too many applications in the list to choose from, you can narrow your search further by using the **Search Applications** text box. Specify the whole/part of the application name to search for in this text box, and click the icon next to it. The **Applications** list will then be populated with all application names that embed the specified search string. Select the application of your choice from this list.
9. Then, specify the **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
10. In addition to the settings discussed above, this report comes with a set of default specifications.

These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.71). The steps below discuss each of these settings and how they can be customized.

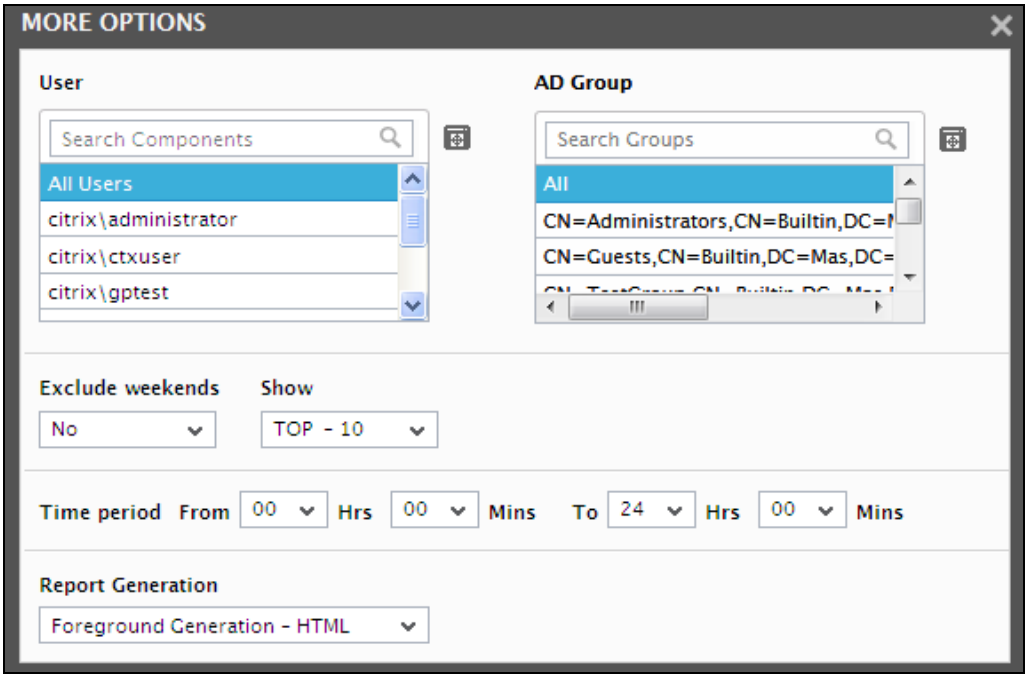


Figure 7.71: The default settings for generating the Application Launch report

11. In the **User** list box, all the users logged into the chosen **Components** will be listed. If the **User** list is too long, then viewing all the users and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **User** list. This will open the **USER** pop up window using which you can view almost all the users in a single interface and Select the ones for which the report is to be generated. If there are still too many users in the list to choose from, you can narrow your search further by using the **Search User** text box. Specify the whole/part of the user name to search for in this text box, and click the icon next to it. The **User** list will then be populated with all user names that embed the specified search string. Select the user of your choice from this list.

Note:

The **Applications** list and the **User** list will toggle between the **APPLICATION LAUNCH** page and the **MORE OPTIONS** drop down window based on the option chosen from the **Details based on** list.

12. By default, this report will list the **Top 10** applications launched, if the **Report Type** chosen is **Graph**. If you wish to view generate the report for the number of applications launched of your choice, then, you may do so by selecting an option from the **Show** list box. By default, the **Top - <maximum number of active components for the test>** will be the option chosen here - i.e., if this test takes a maximum of 5 components, then the **Top - 5** option will be selected here, by default.

    Note:

    The options to be listed in the **Show** list can be configured in the **eg_report.ini** file in the **<EG_ INSTALL_DIR>\manager\config** directory. To achieve this, set the **ShowTop** parameter in the **[INFOS]** section of this list to a specific numeric value. For example, if you set **ShowTop** to *10*, then the **Show** list will display the following options: *Top-10, Top-2, Top-5, Last-10, Last-2, and Last-5*.

13. If the **Report Type** is **Data**, then a **Group by** list appears in the **MORE OPTIONS** pop up window. By default, **User** option is chosen from this list indicating that this report will provide you the details of the servers through which each user accessed the chosen applications. If **Component** is chosen from this list, then this report provides you the details of the users who have accessed each of the servers and accessed the chosen applications.

14. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.71).

    Note:

    The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

15. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <eg_install_dir**>\manager\config** directory.
- In the [MEASURE_GROUP] section of the file, the EXCLUDE_WEEKEND parameter is set to **Saturday,Sunday** by default. You can modify this by setting the EXCLUDE_WEEKEND parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

16. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

17. Finally, click the **Run Report** button to generate the report.

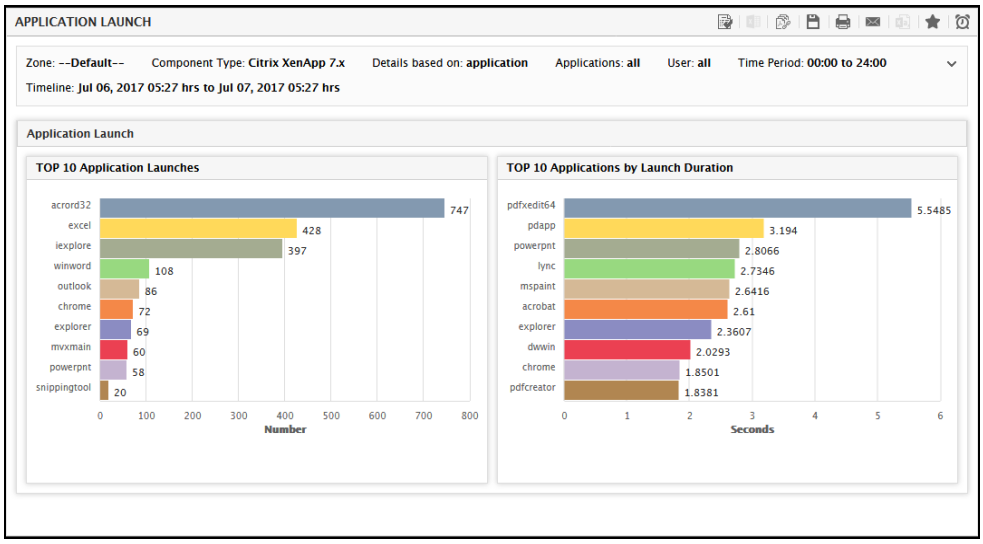


Figure 7.72: The Application Launch report

18. If you have chosen the **Graph** option from the **Report Type** list and the **Application** option from the **Details based on** list, then a bar graph displaying the Top-N applications launched in the target environment will appear (see Figure 7.72) along with the Top-N time taken to launch the applications.

19. If you have chosen the **Graph** option from the **Report Type** list and the **User** option from the **Details based on** list, then this report will be generated for the Top-N users who have launched the maximum number of applications in the target environment (see Figure 7.73).

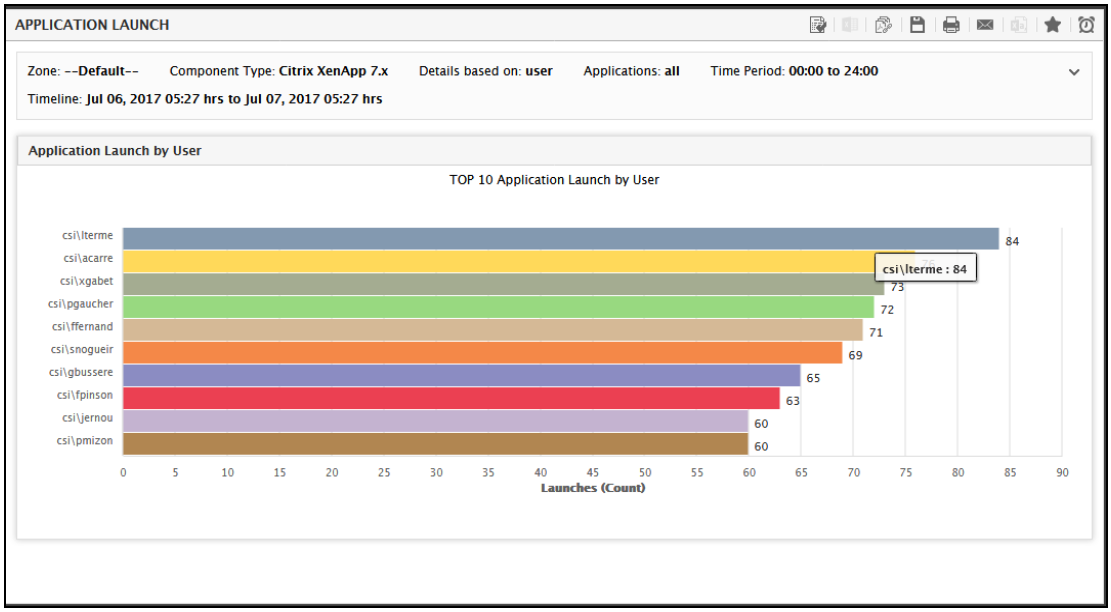


Figure 7.73: The Application Launch Report for the top users of your environment

20. If you have chosen the **Data** option from the **Report Type** list and the **Application** option from the **Details based on** list, then the report will list the number of times each **Application** was launched (see Figure 7.74), the number of unique applications that were launched and the number of unique users who launched the application.

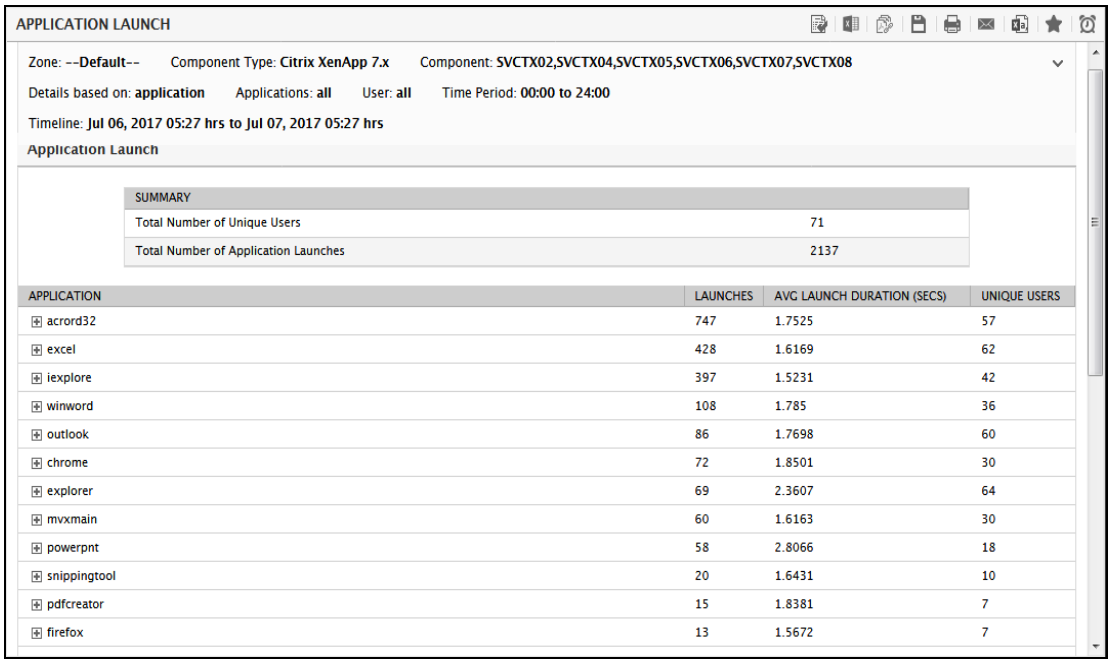


Figure 7.74: The data report when the Application option is chosen from the Details based on list

21. Further drilling down each Application will reveal Figure 7.75 using which you can understand how well each **USER** has accessed the application and how many times the application was accessed by each **User**, the time at which the application was launched, the duration for which the application was launched, the start and end time of the user session during which the application was launched, the client IP address, the client name and the client version that was used to launch the application.

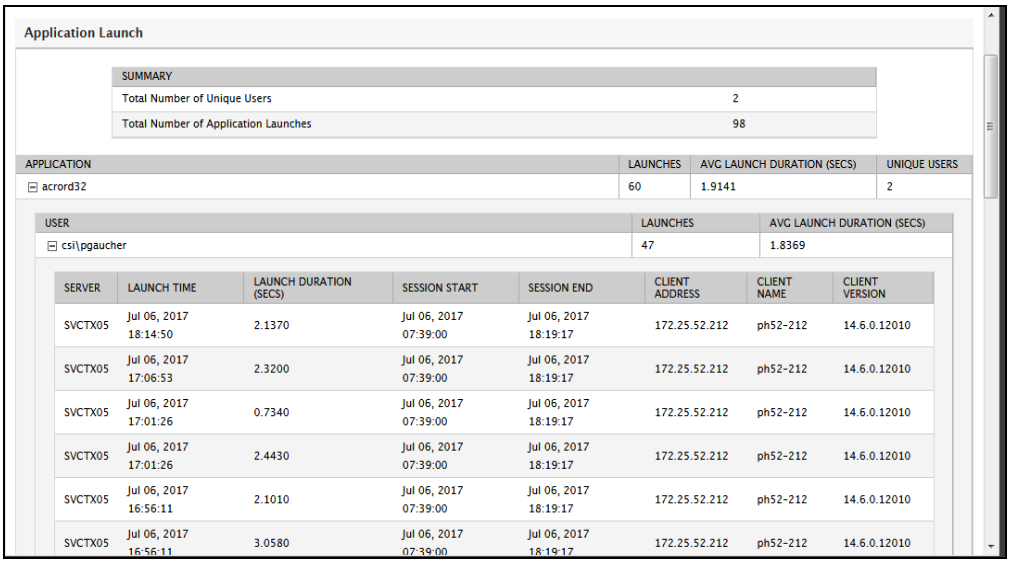


Figure 7.75: Drilling down the data report

22. If you have chosen **Data** option from the **Report Type** list and the **User** option from the **Details based on** list, then the report as shown in Figure 7.76 will list the **USERS** logged into the chosen components and the total number of times he/she has accessed the applications from the chosen component.

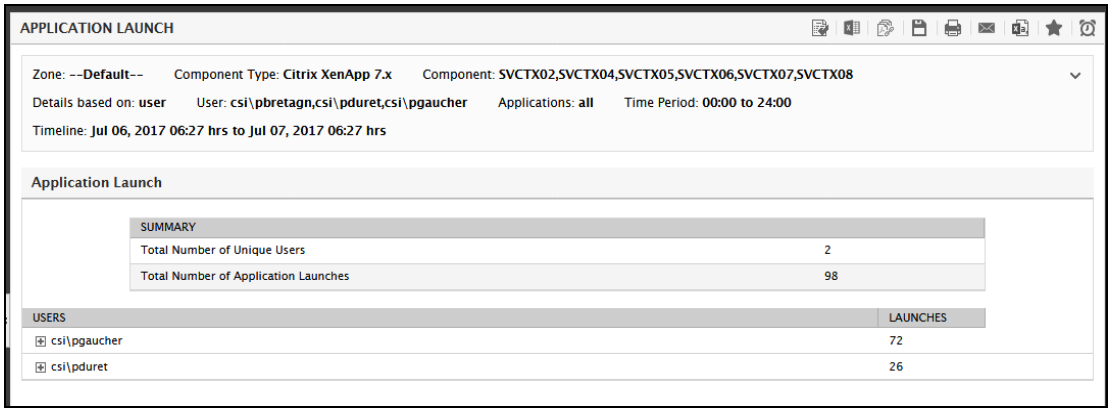


Figure 7.76: The Data Application report when User option is selected from the Details based on list

23. Further drilling down each **USER** of Figure 7.76 will list out the applications accessed by the user and the number of times each application was accessed (see Figure 7.77).

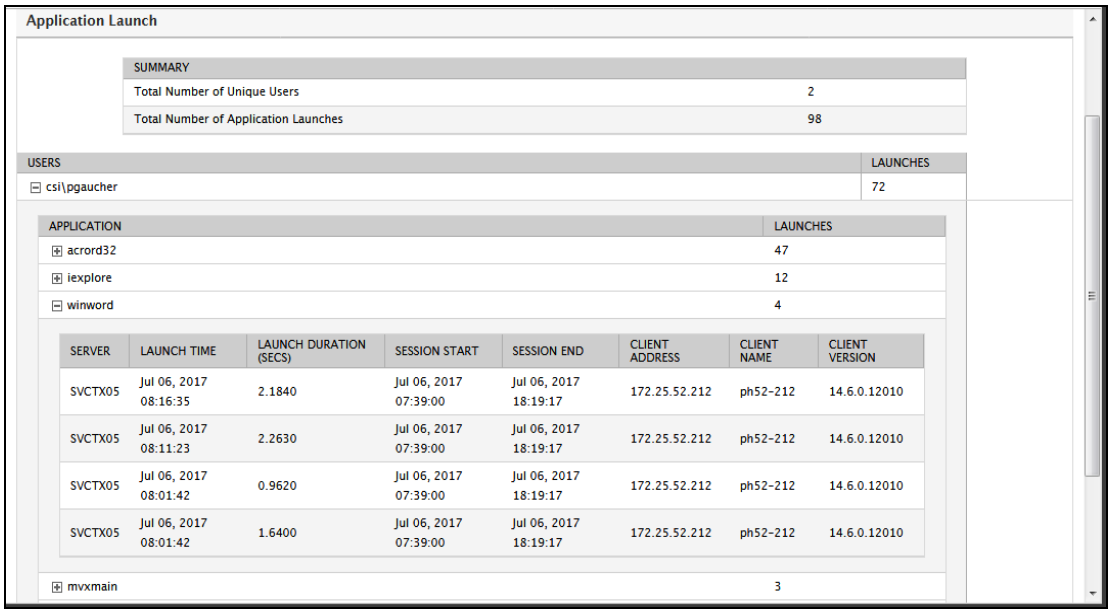


Figure 7.77: Detailed data report for each application launch by the user

24. Clicking on each Application will further provide you with the access details i.e., you can figure out the time at which the application was launched, the start time and end time of the session during which the application was launched, the time taken to launch the application, the client address, client name and the version of the client (see Figure 7.77).

    Note:
    In large environments, administrators may wish to view only the number of times the application was launched and the user who launched the application and they are least bothered about the session duration, session start time and end time. For such administrators, eG Enterprise provides an option to disable the session related statistics displayed for each launched application/user launching the application. To disable the session related metrics from the generated report, administrators need to set the **needOptimization** flag in the **eg_report.ini** file to **Yes** and set the **ShowSessionDetails** flag to **No**.

7.1.1.10 Applications-Usage by Servers Report

When planning the future capacity of their critical Citrix server farms, administrators need to consider how the applications published on the farm have been utilized in the past, so that the future load on the farm can be accurately predicted, load-balancing rules appropriately changed, and capacity decisions accordingly taken. The **Applications- Usage by Servers Report** provides administrators with the application usage insights that they require for taking these crucial capacity decisions. With the help of this report, administrators can tell:

- The total number of instances of an application that were accessed by users to the farm in the specified timeline;
- The number of requests for a chosen application that were serviced by each server in the farm during the said timeline

Besides revealing the total load (in terms of usage) an application generated on the farm during the given timeline, this report also sheds light on load-balancing irregularities in the farm, which will have to be looked into to maximum farm performance.

To generate this report, do the following:

1. Select the **Usage by Servers** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports ->Virtual Applications / Desktops -> Applications*
2. When Figure 7.78 appears, do the following:

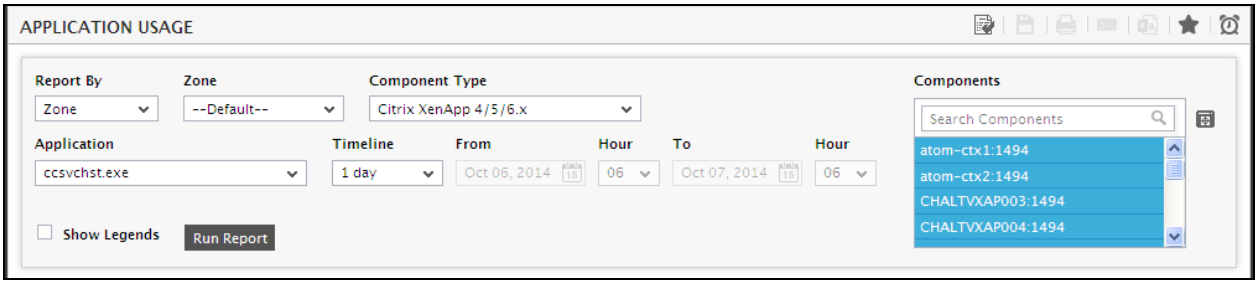


Figure 7.78: Generating the Applications - Usage by Servers report

3. Select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the application utilization on one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the utilization impact of the applications hosted on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:
   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the utilization of the application hosted on all the managed vSphere VDI hosts in the environment, select *VMware vSphere VDI* from the **Component Type** list, select **Component** from the **Report By** list, and then select all the virtual hosts listed in the **Components** list of Figure 7.78. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the

button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**. If no zones have been configured in your environment, then all the managed servers in the environment will be automatically grouped under a zone named *Default*; in such cases therefore, select the *Default* zone.

4. Pick the **Component Type** for which this report is to be generated from this list.
5. If **Citrix XenApp/Citrix XenApp4/5/6.x** is chosen from the **Component Type** list, then an additional **Worker Group** list box will appear. Worker groups are collections of XenApp servers, residing in the same farm, that are managed as a single unit. You can publish applications to a worker group. Select a worker group from this list if you wish to view the usage of a **User** belonging to that particular worker group. By default, **Any** option is selected from this list.

   Note:

   The **Worker Group** list box will appear only if the **SHOW WORKER GROUPS** flag is set to **Yes** while configuring the **Citrix Applications** test.

6. All components of the chosen type will then be listed in the **Components** list box. Select the servers for which this report is to be generated. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included for generating the report.
7. This will populate the **Application** drop-down with all applications published on the chosen servers. Select the application, the usage of which is to be analyzed by this report.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour,

2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

- The default **Timeline** can be set using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Configure -> Reports -> Consolidated. For more details regarding this page, refer to Section 3.1.5.4 of this manual.
- Shorter the **Timeline** for a report, lighter would be the query that is executed on the database, and faster the report generation. Report **Timelines** that run across many weeks therefore, cause excessive strain on the database, thus slowing-down report generation. To save the eG backend from injury, eG Enterprise automatically restricts the maximum **Timeline** for which a thin client report can be generated to the lower of the following values:
  - the value of the **CtxLoginTest** parameter in the [ddd_cleanup] section of the **eg_format.ini** file (in the <EG_INSTALL_DIR>\manager\config directory)
  - the value of the **MaxTimeline** parameter in the [misc] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory).
  - The maximum timeline for which the current user to eG Reporter is permitted to generate reports;

  The [ddd_cleanup] section is where you define the interval (in days) at which the detailed diagnosis of specific tests is to be purged from the database. For the **CtxLoginTest**, the default interval is set to 32 days (i.e., just over a month), indicating that, by default, the detailed diagnosis of the **CtxLoginTest** is cleared from the database at the end of every month. Since critical thin client reports are generated based on the detailed diagnosis information, a **Timeline** that exceeds the duration set against **CtxLoginTest** would result in a report that displays invalid/no data. This duration however, is configurable. Similarly, you can also configure a **MaxTimeline** in the [misc] section of the **eg_report.ini** file. By default, this parameter is set to **168** (hours), indicating that the maximum **Timeline** for a thin client report is **1 week** (i.e., 24 * 7 = 168 hours). Also, while creating user profiles using the eG administrative interface, an administrator can indicate the maximum timeline for which that user can generate reports, so as to avoid long running reports. Now, assume that you have set the **CtxLoginTest** parameter to 21 days (i.e., 3 weeks) and the **MaxTimeline** parameter to 336 hours (i.e., 2 weeks). Also, say that user john with access rights to eG Reporter has been configured to generate reports for a maximum timeline of 1 week. Therefore, whenever user john logs into eG Reporter and attempts to generate a thin client report, eG Enterprise compares the three values, picks the lowest of the three,

and sets that value as the maximum **Timeline** for thin client reports. In our example, the maximum timeline settings of user john (i.e., 1 week) is the lowest Therefore, the maximum value that will be available for selection from the **Fixed Timeline** list box in the thin client report page will be **1 week**. Note that this timeline restriction does not apply to fixed timeline settings alone. If a user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification is equal to or below the lowest of the three values discussed above. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick an **Application**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.79). The steps below discuss each of these settings and how they can be customized.

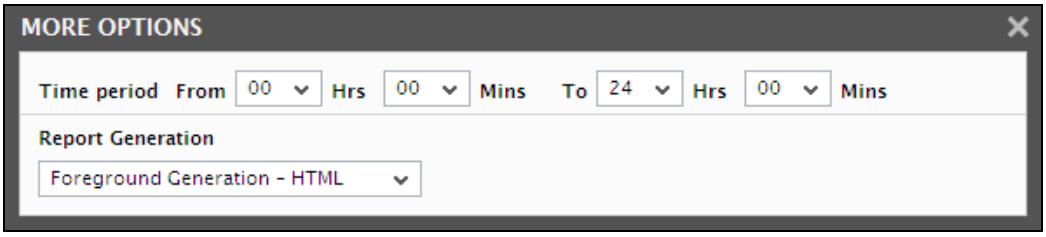


Figure 7.79: The default settings for generating an Application usage report for a thin client component

10. Specify the start time and end time for report generation against the **Time period** field (see Figure 10.51).

    Note:

    The default **Time period** to be displayed here can be configured using the consolidated reports page in the eG administrative interface; to access this page, follow the menu sequence: Settings -> Reporter -> Consolidated Reports. For more details regarding this page, refer to Section Section **3.4** of this manual.

11. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button to generate the report.

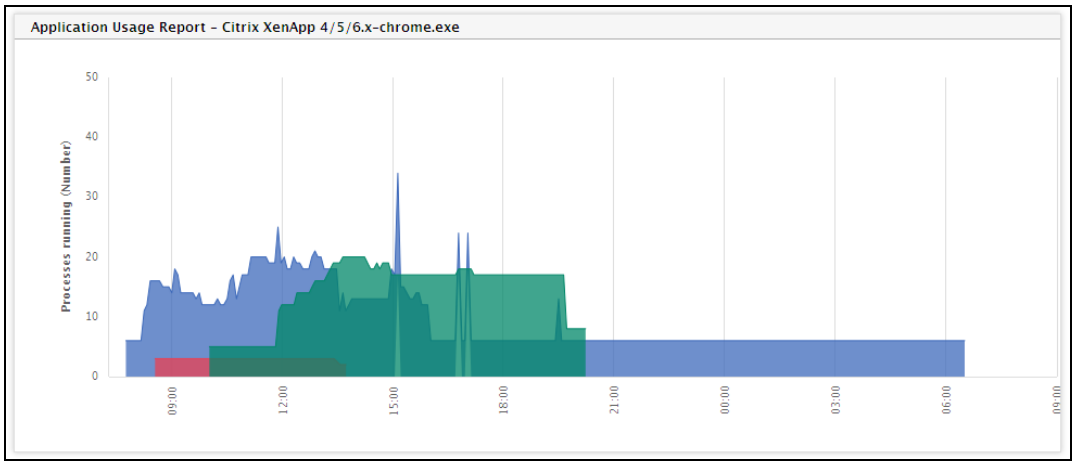


Figure 7.80: The Thin Client Application Usage report

13. The report in Figure 7.80 plots the cumulative values of the number of instances of the chosen application that were accessed by users to the farm during the given timeline. As you can see, this report plots values in a 'stack format', so that users can easily determine total usage and per-server usage in a single glance.

7.1.1.11 Applications-Billing Report

Virtualization enables enterprises to provide end-users with on-demand access to business-critical applications/services, and to even charge them a fee for the services so provided. Enterprises offering such pay-per-use services are often interested in auditing user activity on their virtualized environments, so that they can identify the applications used, assess the extent of usage per user, and can bill the users accordingly. In addition, administrators may also want to determine the resource footprint of a user when a particular application was accessed, so that users who consistently engage in resource-intensive activities can be identified and their usage policies fine-tuned accordingly. The **Applications-Billing** report addresses all these requirements. Using this report, administrators can determine which applications are accessed the most in a given timeline, by whom, for how long and how many times the application was accessed by a user. This information provides valuable inputs for billing.

In order to generate the application report, do the following:

1. Select the **Billing** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> Applications*. Figure 7.81 will then appear.

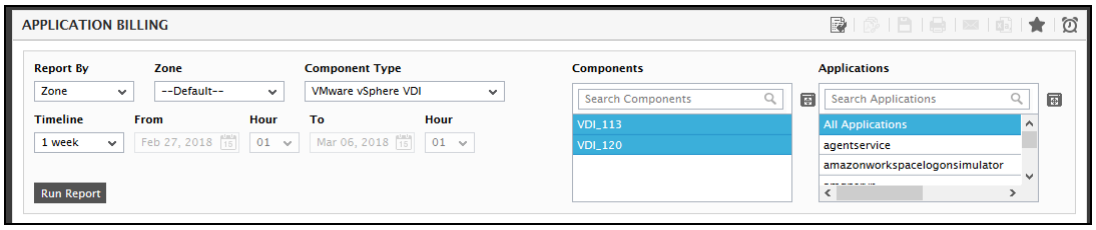


Figure 7.81: Generating the Applications-Billing report

2. When Figure 7.81 appears, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the application activity on one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the applications hosted on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed

hereunder:

- **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the applications hosted on all the managed XenApp hosts in the environment, select *Citrix XenApp7.x* from the **Component Type** list, select **Component** from the **Report By** list, and then select all the virtual hosts listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

3. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.82). The steps below discuss each of these settings and how they can be customized.

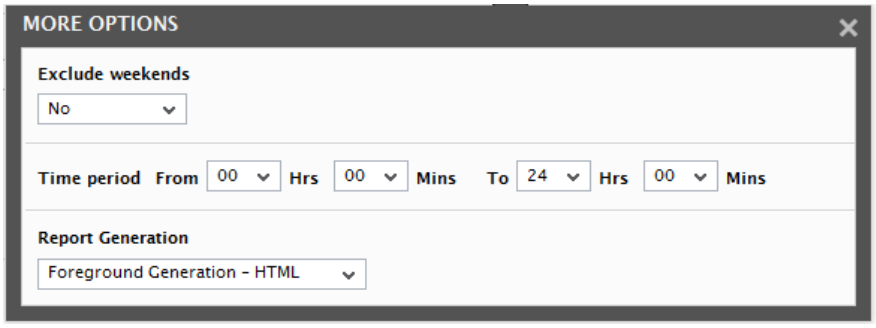


Figure 7.82: The default settings for generating an Application Billing report

5. Next, indicate the report **Timeperiod**.
6. If the timeline specified for the report needs to exclude the data collected during the weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

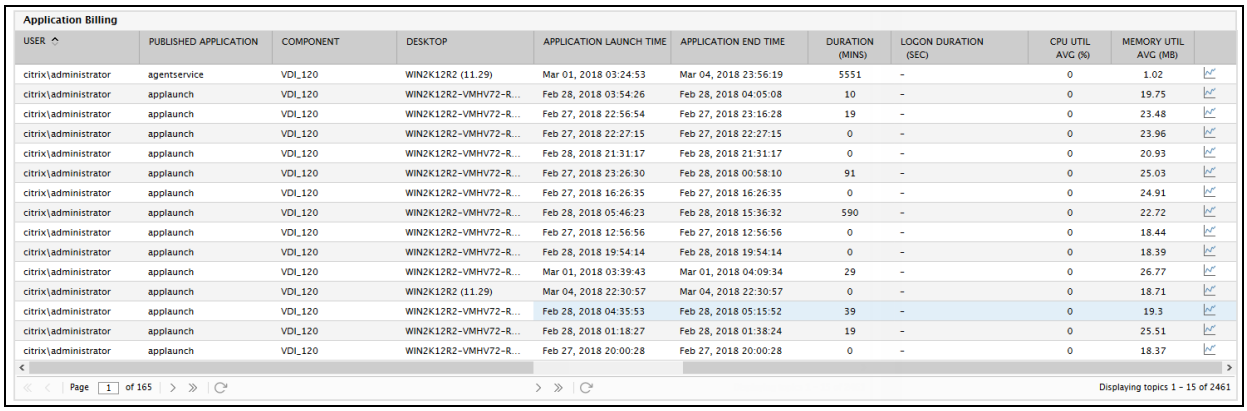
   - Edit the **eg_report.ini** file in the<EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday*,*Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday*,*Saturday*.
   - Save the file after making the required changes.
7. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

8. Finally, click the **Run Report** button to generate the report.
9. Figure 7.83 will now display the report which will point you to the user who has accessed the application, the time at which the application was launched, the time at which the application was closed, the duration for which the application was accessed, the logon duration of each user and the resources utilized by the user to access the application. Using this report, administrators can easily figure out the application that was most sought after during the particular time period, which user has mostly accessed the application and when exactly the user accessed the application. This information helps enterprises to audit user activity on their virtualized environments, assess the extent of usage per user and bill the users accordingly.



Application Billing

USER	PUBLISHED APPLICATION	COMPONENT	DESKTOP	APPLICATION LAUNCH TIME	APPLICATION END TIME	DURATION (MINS)	LOGON DURATION (SEC)	CPU UTIL AVG (%)	MEMORY UTIL AVG (MB)
citrix\administrator	agentservice	VDI_120	WIN2K12R2 (11.29)	Mar 01, 2018 03:24:53	Mar 04, 2018 23:56:19	5551	-	0	1.02
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 28, 2018 03:54:26	Feb 28, 2018 04:05:08	10	-	0	19.75
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 27, 2018 22:56:54	Feb 27, 2018 23:16:28	19	-	0	23.48
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 27, 2018 22:27:15	Feb 27, 2018 22:27:15	0	-	0	23.96
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 28, 2018 21:31:17	Feb 28, 2018 21:31:17	0	-	0	20.93
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 27, 2018 23:26:30	Feb 28, 2018 00:58:10	91	-	0	25.03
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 27, 2018 16:26:35	Feb 27, 2018 16:26:35	0	-	0	24.91
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 28, 2018 05:46:23	Feb 28, 2018 15:36:32	590	-	0	22.72
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 27, 2018 12:56:56	Feb 27, 2018 12:56:56	0	-	0	18.44
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 28, 2018 19:54:14	Feb 28, 2018 19:54:14	0	-	0	18.39
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Mar 01, 2018 03:39:43	Mar 01, 2018 04:09:34	29	-	0	26.77
citrix\administrator	applaunch	VDI_120	WIN2K12R2 (11.29)	Mar 04, 2018 22:30:57	Mar 04, 2018 22:30:57	0	-	0	18.71
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 28, 2018 04:35:53	Feb 28, 2018 05:15:52	39	-	0	19.3
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 28, 2018 01:18:27	Feb 28, 2018 01:38:24	19	-	0	25.51
citrix\administrator	applaunch	VDI_120	WIN2K12R2-VMHV72-R...	Feb 27, 2018 20:00:28	Feb 27, 2018 20:00:28	0	-	0	18.37

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Figure 7.83: The Application Billing Report

Clicking on the graph icon in Figure 7.83 displays Figure 7.84. The graphical representation enables administrators to analyze resource usage over time, efficiently assess the extent of usage of each application, and accordingly bill users.

Figure 7.84: The graph generated for a chosen resource or application

NetScaler Reports

7.1.1.12 NetScaler-Users Sessions Report

In large Citrix environments, administrators may often want to obtain a historical analysis of the users who have initiated Citrix sessions through the Citrix NetScaler appliance. Administrators may also want to figure out the protocol (ICA or VPN) through which the users have initiated such sessions. By continuously analyzing the user activity through the NetScaler appliance, administrators may be in a better position to figure out the following:

- The session load on the NetScaler;
- If the user logins are sporadic or consistent;
- The unexpected logouts /abrupt session terminations;
- The unique users connected through each protocol;

The **NetScaler-User Sessions** Report offered by the eG Enterprise helps administrators in this regard!

To generate the **NetScaler-User Sessions** report, do the following:

1. Select the **User Sessions** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> NetScaler*.
2. Figure 7.85 will then appear.

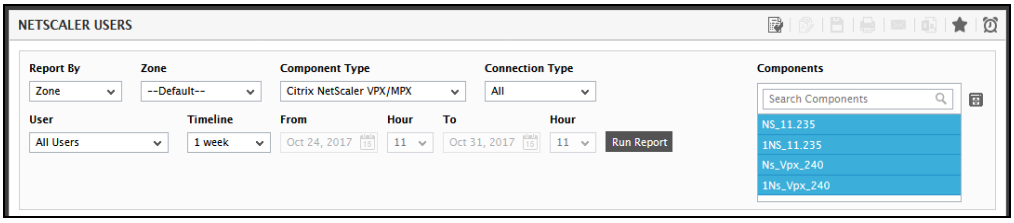


Figure 7.85: Specifying the criteria for generating the NetScaler-User Sessions report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list; by selecting an option from this list, you can quickly condense the Citrix NetScaler VPX/MPX component list and then swiftly identify the components of your interest. The options provided by the **Report by** list box are discussed hereunder:

   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed Citrix NetScaler VPX/MPX components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
   - **Component**: Select this option to generate a report on the users on all the Citrix NetScaler VPX/MPX components that are managed in the environment. A **Component Type** list then appears and is set to Citrix NetScaler VPX/MPX, by default. The components corresponding to the Citrix NetScaler VPX/MPX component type will be listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window

will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, select the type of connection using which the users are connected to the Citrix NetScaler VPX/MPX appliance from the **Connection Type** list. By default, the **All** option is displayed here, indicating that the report provides the details of the users connected using both the ICA and VPN protocols. However, if you wish to generate a report on the users connected using any one of the connection protocols, then, choose that particular protocol from this list.
5. Then, select a user whose sessions should be generated as a report from the **User** list. By default, the **All** option is chosen here, indicating that the report provides the details of the sessions of all users to the Citrix NetScaler VPX /MPX component.
6. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See). The steps below discuss each of these settings and how they can be customized.

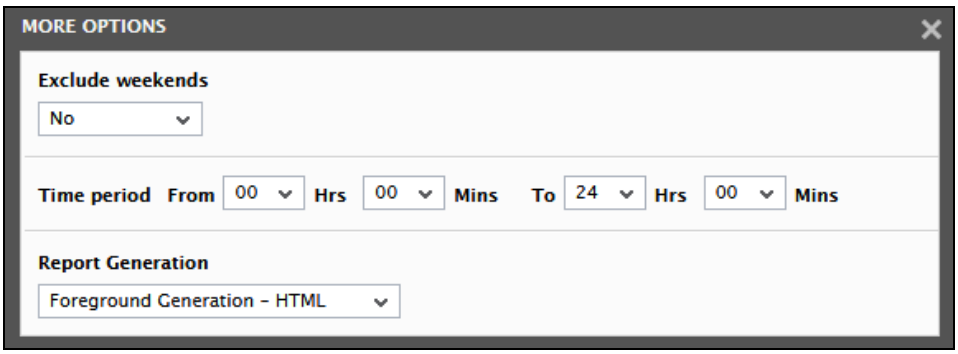


Figure 7.86: The default settings for generating the NetScaler Users reports

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

9. Specify the start time and end time for report generation against the **Time period** field (see).

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process

reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_report.ini** file (in the [EG_INSTALL_ DIR]\manager\config directory) is set to **Yes**.

11. Finally, click the **Run Report** button to generate the report.

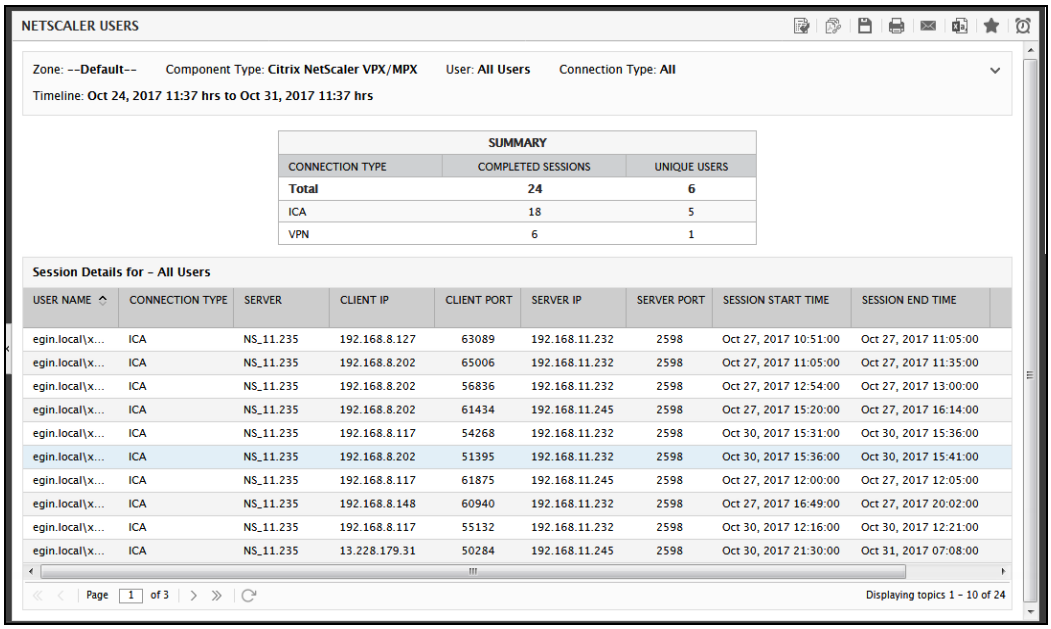


Figure 7.87: A NetScaler Users report

12. The generated report as shown in Figure 7.87, provides the following details:

- The report provides a **SUMMARY** table that shows the type of connections, the total number of user sessions that were established via both the ICA and VPN protocols, the number of user sessions that were established via the ICA and the number of user sessions that were established via the VPN. This **SUMMARY** also provides the total and connection protocol wise count of unique users.
- The **Session Details for - All users** section provides the following details:
  - the name of the user;
  - the connection type of each user;
  - the server name;
  - the IP address and the port number of the client;
  - the IP address and the port number of the server;
  - the start and end time of the user session;
  - the time duration taken by a user to complete the session.

13. To generate a report on the sessions established by a particular user, choose that particular user name from the **Users** list in Figure 7.85. The **NetScaler Users** report will then appear as shown in Figure 7.88.

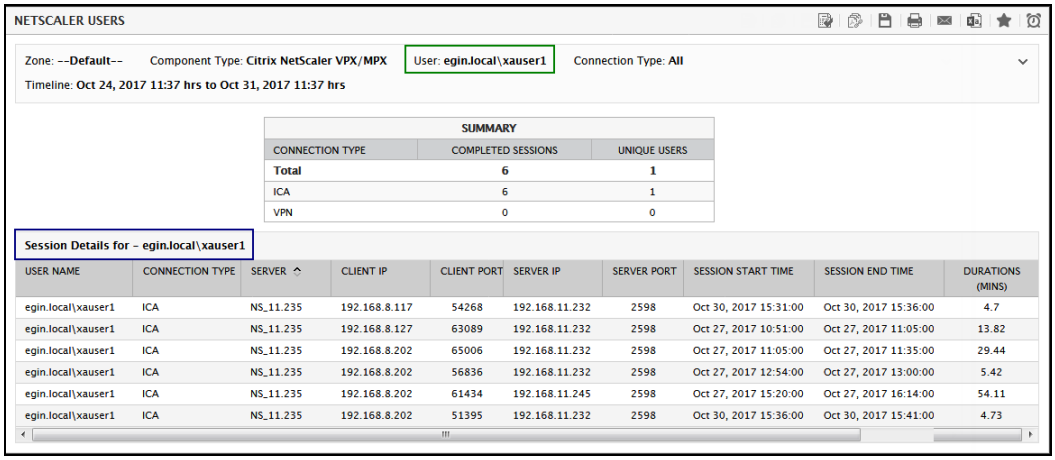


Figure 7.88: The NetScaler Users report for a specific user

14. If you wish to view the details of the sessions established via a specific connection protocol, you can do so by choosing the type of the connection protocol from the **Connection Type** list in the Figure 7.85. The **NetScaler Users** report will then appear as shown in Figure 7.88.

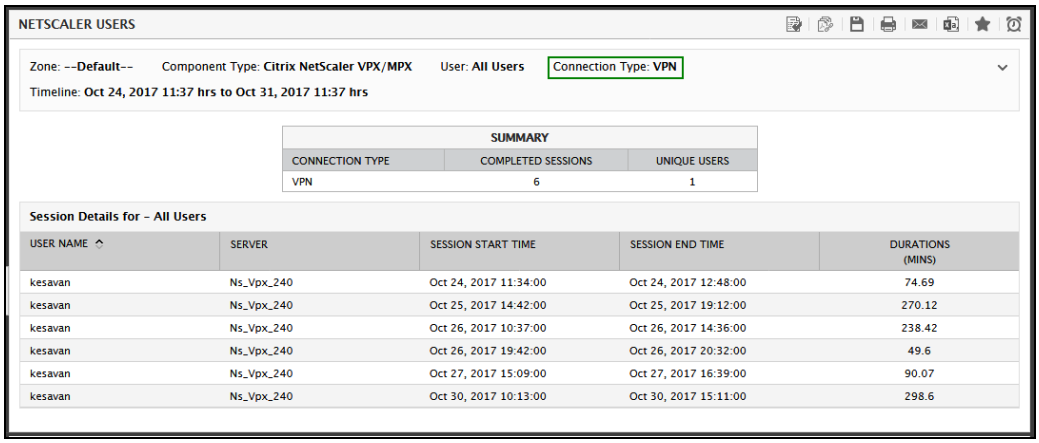


Figure 7.89: The NetScaler Users report for a specific connection type

The report that appears provides the following details;

- the number of user sessions established via the chosen protocol;
- the number of unique users who established sessions to the Citrix NetScaler VPX/MPX appliance using the chosen connection protocol;
- the name of the users who are all connected via the chosen protocol;
- the name of the server;
- the start and end time of the user session;
- the time duration taken by a user to complete the session.

7.2 NetScaler Users Report

In large Citrix environments, administrators may often want to obtain a historical analysis of the users who have initiated Citrix sessions through the Citrix NetScaler appliance. Administrators may also want to figure out the protocol (ICA or VPN) through which the users have initiated such sessions. By continuously analyzing the user activity through the NetScaler appliance, administrators may be in a better position to figure out the following:

- The session load on the NetScaler;
- If the user logins are sporadic or consistent;
- The unexpected logouts /abrupt session terminations;
- The unique users connected through each protocol;

The **NetScaler Users** Report offered by the eG Enterprise helps administrators in this regard!

To generate the **NetScaler Users** report, do the following:

1. Select the **NetScaler Users** option from the **Citrix/VDI Report** node of the **REPORTS BY FUNCTION** tree.
2. Figure 7.90 will then appear.

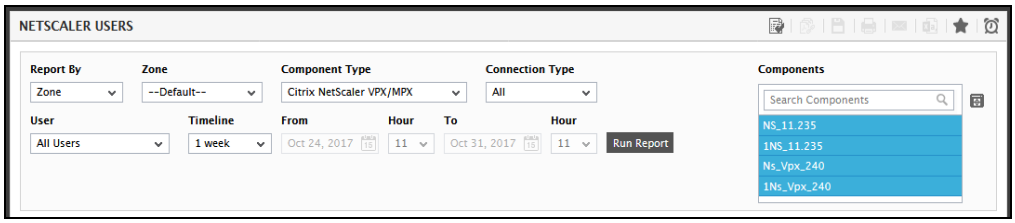


Figure 7.90: Specifying the criteria for the NetScaler Users report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list; by selecting an option from this list, you can quickly condense the Citrix NetScaler VPX/MPX component list and then swiftly identify the components of your interest. The options provided by the **Report by** list box are discussed hereunder:

   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed Citrix NetScaler VPX/MPX components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
   - **Component**: Select this option to generate a report on the users on all the Citrix NetScaler VPX/MPX components that are managed in the environment. A **Component Type** list then appears and is set to Citrix NetScaler VPX/MPX, by default. The components corresponding to the Citrix NetScaler VPX/MPX component type will be listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, select the type of connection using which the users are connected to the Citrix NetScaler VPX/MPX appliance from the **Connection Type** list. By default, the **All** option is displayed here, indicating that the report provides the details of the users connected using both the ICA and VPN protocols. However, if you wish to generate a report on the users connected using any one of the connection protocols, then, choose that particular protocol from this list.
5. Then, select a user whose sessions should be generated as a report from the **User** list. By default, the **All** option is chosen here, indicating that the report provides the details of the sessions of all users to the Citrix NetScaler VPX /MPX component.
6. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See 7.2). The steps below discuss each of these settings and how they can be customized.

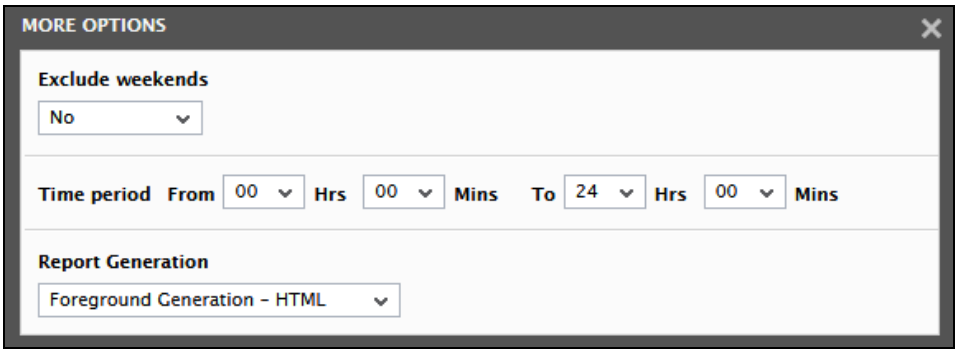


Figure 7.91: The default settings for generating the NetScaler Users reports

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

9. Specify the start time and end time for report generation against the **Time period** field (see 7.2).

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for

the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.

11. Finally, click the **Run Report** button to generate the report.

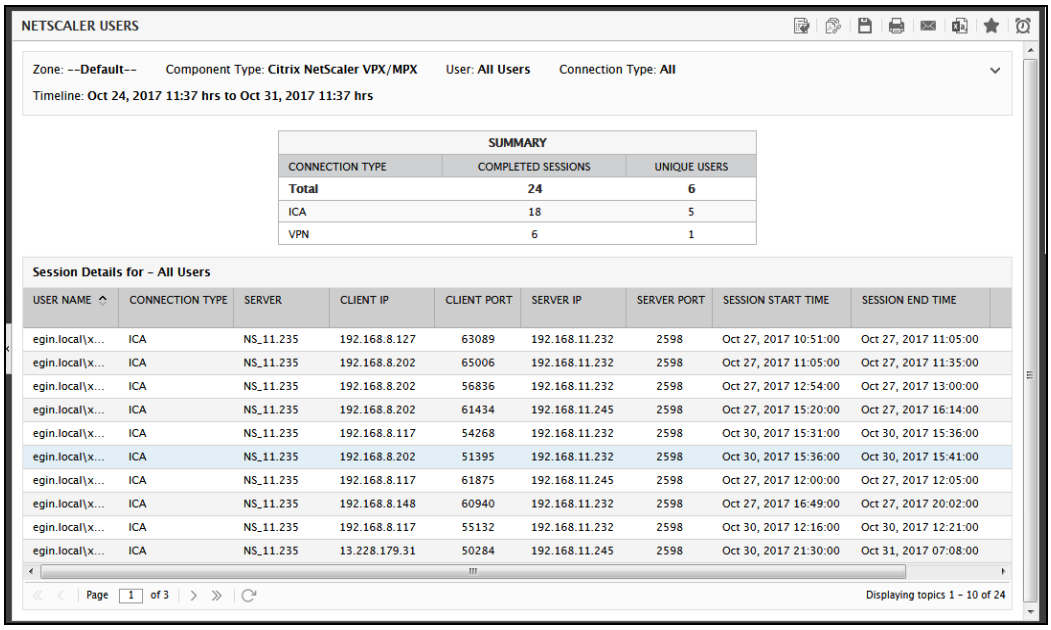


Figure 7.92: A NetScaler Users report

12. The generated report as shown in Figure 7.92, provides the following details:

- The report provides a **SUMMARY** table that shows the type of connections, the total number of user sessions that were established via both the ICA and VPN protocols, the number of user sessions that were established via the ICA and the number of user sessions that were established via the VPN. This **SUMMARY** also provides the total and connection protocol wise count of unique users.
- The **Session Details for - All users** section provides the following details:

- the name of the user;
- the connection type of each user;
- the server name;
- the IP address and the port number of the client;
- the IP address and the port number of the server;
- the start and end time of the user session;
- the time duration taken by a user to complete the session.

13. To generate a report on the sessions established by a particular user, choose that particular user name from the **Users** list in Figure 7.90. The **NetScaler Users** report will then appear as shown in Figure 7.93.

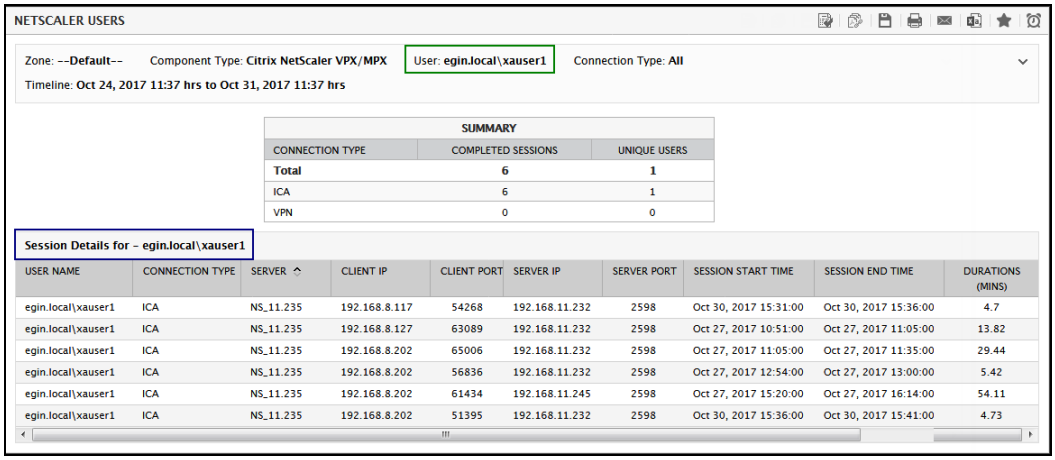


Figure 7.93: The NetScaler Users report for a specific user

14. If you wish to view the details of the sessions established via a specific connection protocol, you can do so by choosing the type of the connection protocol from the **Connection Type** list in the Figure 7.90. The **NetScaler Users** report will then appear as shown in Figure 7.93.

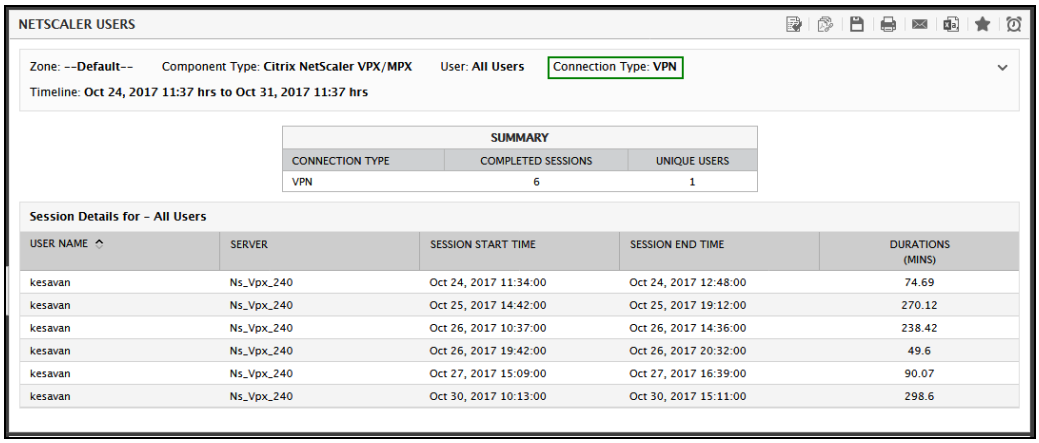


Figure 7.94: The NetScaler Users report for a specific connection type

The report that appears provides the following details;

- the number of user sessions established via the chosen protocol;
- the number of unique users who established sessions to the Citrix NetScaler VPX/MPX appliance using the chosen connection protocol;
- the name of the users who are all connected via the chosen protocol;
- the name of the server;
- the start and end time of the user session;
- the time duration taken by a user to complete the session.

7.2.0.1 NetScaler-Virtual Server Uptime Report

Uptime is a key measure of the general health and availability of the virtual servers configured on a Citrix NetScaler appliance. Periodic uptime values that the eG agent reports for target virtual servers can alert you to an unscheduled reboot that might have occurred recently. However, to figure out whether such a reboot was a one-off occurrence and can be ignored, or happens frequently and should be investigated, you need to analyze uptime historically. To enable such an analysis for critical virtual servers on a NetScaler appliance in an IT infrastructure, eG Enterprise provides the **NetScaler-Virtual Server Uptime** report. The highly available/unavailable virtual servers can be instantly identified and the duration of their unavailability can be quickly determined using this report. Based on this analysis, administrators can isolate those virtual servers that suffered many unexpected reboots and those that experienced prolonged breaks in availability, and can mark those servers for deeper investigation.

To generate this report, do the following:

1. Select the **Virtual Server Uptime** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports ->Virtual Applications / Desktops -> NetScaler*.

2. When 7.2.0.1 appears, first indicate the **Report Type** to be generated. For viewing the uptime details of the virtual servers configured on a NetScaler component in a tabular format, choose the **Data** option. For graphically representing the uptime/downtime of the virtual servers of a chosen NetScaler component, select the **Graph** option.

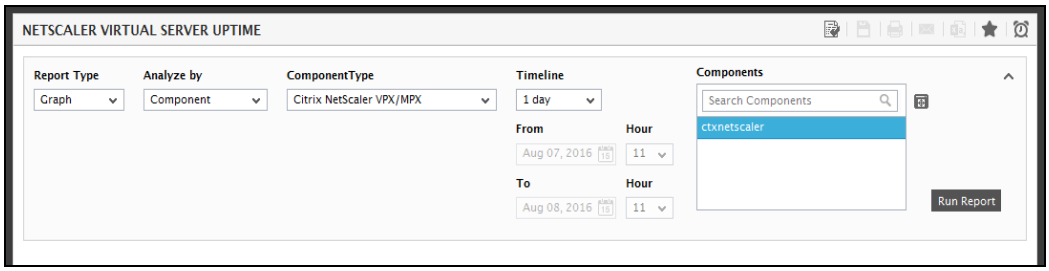


Figure 7.95: Specifying the criteria for the NetScaler-Virtual Server Uptime report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides an **Analyze by** list; by selecting an option from this list, you can quickly condense the **Systems** or **Network Devices** list and then swiftly identify the components of interest to you. By default, the **Component** option is chosen from the **Analyze by** list - this indicates that by default, the **Systems** and **Network Devices** list will display all the managed systems and network devices (as the case may be) in the target environment. The other options in the list include:

   - **Zone**: To generate an uptime report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. An **Include Subzone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Include Subzone** flag to **Yes**.

   - **Segment**: If you want to generate an uptime report for one/more components that belong to a segment, select the **Segment** option from **Analyze by**, and then pick the **Segment** from the drop-down list that appears.

   - **Service**: If you want to generate an uptime report for one/more components involved in the delivery of a service, select the **Service** option from **Analyze by**, and then pick the required **Service** from the drop-down list that appears.

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.

4. By default, the *Citrix NetScaler VPX/MPX* will appear in the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Systems** or **Network Devices** for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See 7.2.0.1). The steps below discuss each of these settings and how they can be customized.

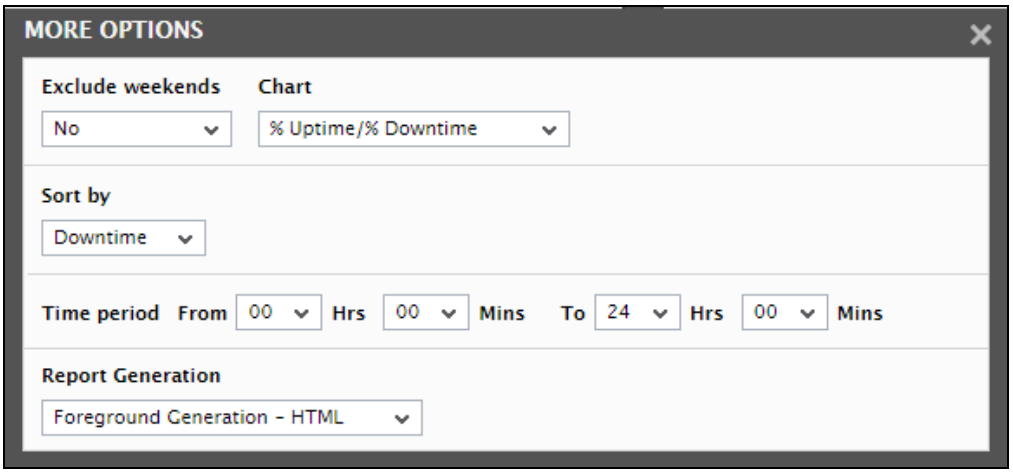


Figure 7.96: The default settings for generating the NetScaler Virtual Server Uptime reports

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

9. If the **Report Type** is **Data**, then, a **Show Details** flag will appear set to **No** by default. This indicates that, by default, the resulting **Data** report will not provide details regarding downtime. To view the downtime details , set the **Show Details** flag to **Yes**.

10. If the **Report Type** you have chosen is **Graph**, then a **Chart** drop-down list will appear from which you can select how uptime/downtime should be represented in the graph - as a percentage? or in hours?. If the **%Uptime/%Downtime** option is chosen, then the resulting graph will plot the percentage of time for which the selected components have been up/down. On the other hand, if the **Uptime/Downtime** option is selected, then the graph will plot the total number of hours for which the chosen components have been up/down.

11. Next, select the data on the basis of which the report should be sorted. By default, the **Downtime** option is chosen from the **Sort by** list.

12. Next, indicate the report **Timeperiod**.

    Note:

By default, the **Timeperiod** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button.

15. If the **Report Type** is **Graph**, and the option chosen from the **Report Generation** list is **Foreground Generation -** HTML, then clicking the **Run Report** button will reveal a bar graph (see 7.2.0.1) depicting the uptime and downtime of the chosen components. From this graph, you can easily identify the components that have been unavailable during the specified **Timeline**, and the duration of the unavailability.

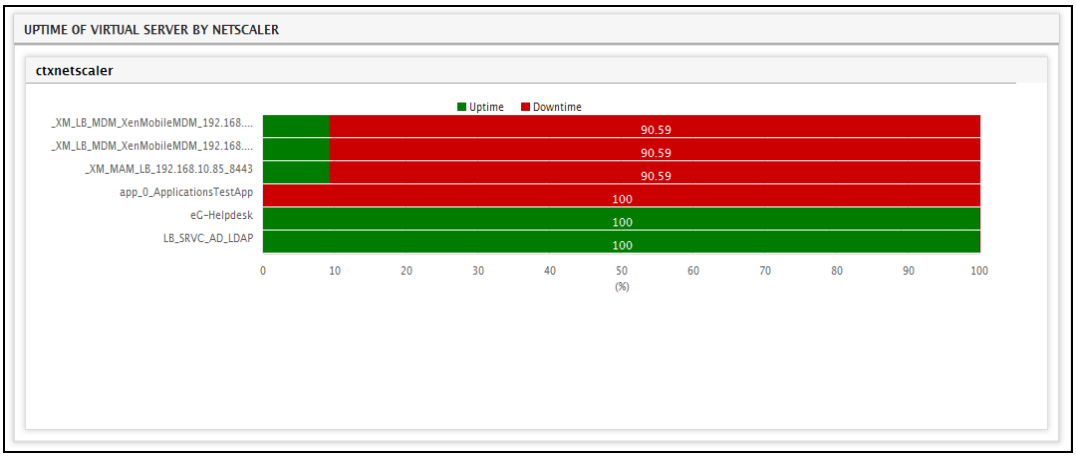


Figure 7.97: The Uptime Graph for Chosen Components

16. Clicking on the bar corresponding to any of the components displayed in 7.2.0.1 will invoke Figure 7.98 which will allow you to zoom into the uptime details of that particular component. Besides providing a pie chart that depicts the percentage uptime and downtime of the chosen component, Figure 7.98 also provides the following useful information:

- The total duration for which the chosen component was up and running during the specified **Timeline**;
- The percentage uptime of the component;
- The total duration for which the chosen component was down during the specified **Timeline**;
- The percentage downtime of the component;
- A **Downtime Details** section that indicates the following for the chosen component:
  - The exact time at which the component was down
  - The exact time at which the component was up
  - The duration for which the component remained down;

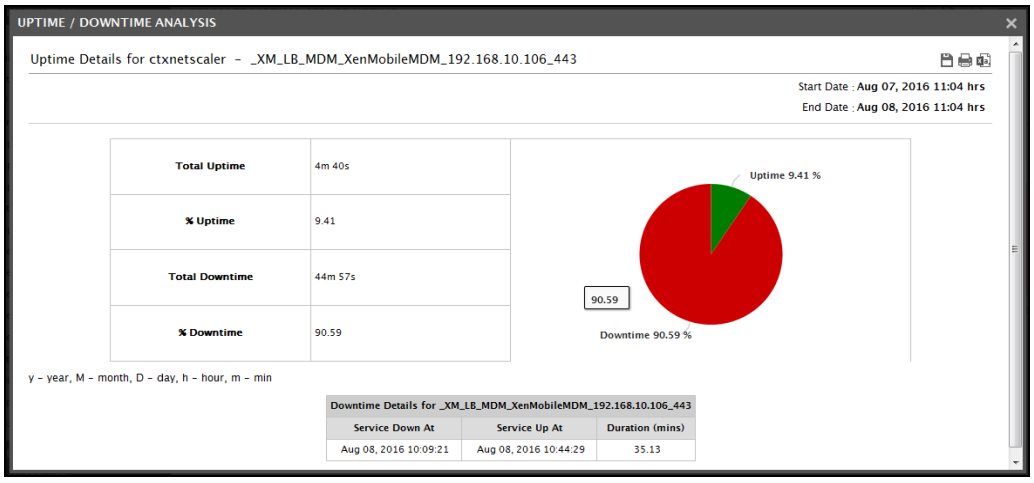


Figure 7.98: Additional uptime details

17. Using the **Uptime Details** page, you can figure out when exactly the virtual server was down.

18. If the **Report Type** is **Data**, and the option chosen from the **Report Generation** list is **Foreground Generation -** HTML, then clicking on the **Run Report** button will reveal Figure 7.99. For every virtual server of the chosen component, the **Data** report reveals the total uptime, total downtime, percentage uptime, percentage downtime, and the details. Virtual servers with high uptime/downtime can be instantly isolated using this report. Since the **Show details** flag is set to **No** by default for the **Data** report, Figure 7.99 will not include a separate section providing the exact time at which the virtual server was down/up. To view the downtime details of a virtual server, you will have to click on the icon under the **Details** column corresponding to that particular virtual server. This icon will appear only if that particular virtual server was down at least once during the specified **Timeline**.

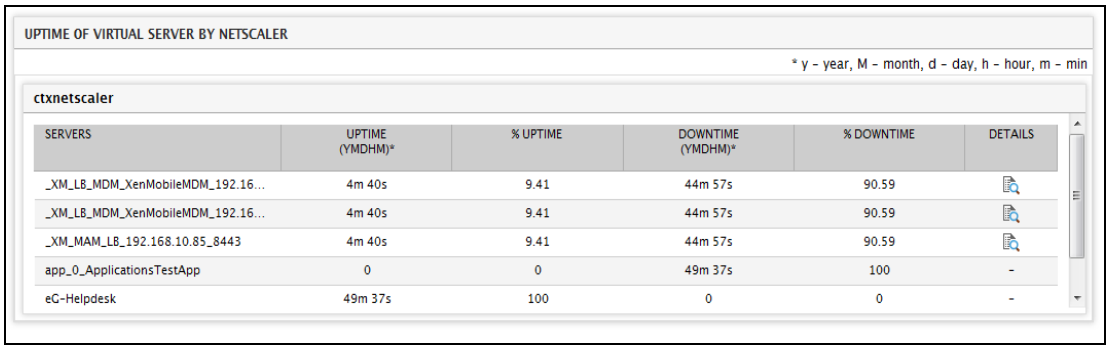


Figure 7.99: The Uptime Data Report

19. Figure 7.100 will then appear providing the downtime information of a chosen virtual server in a separate window.

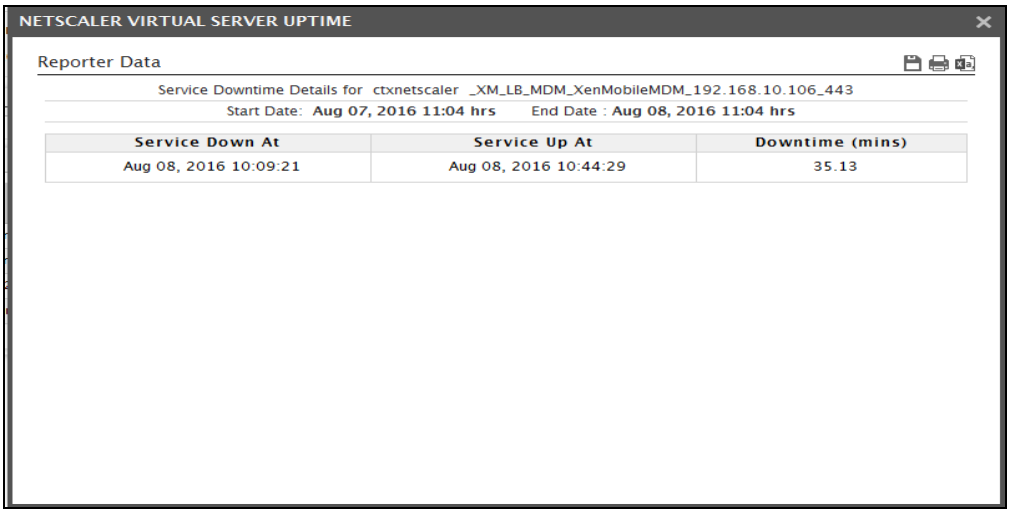


Figure 7.100: The Reboot Details appearing in a separate window

20. If the **Show Details** flag is set to **Yes** instead, then the downtime details available in 7.2.0.1 will be provided as part of the original report itself as depicted below.

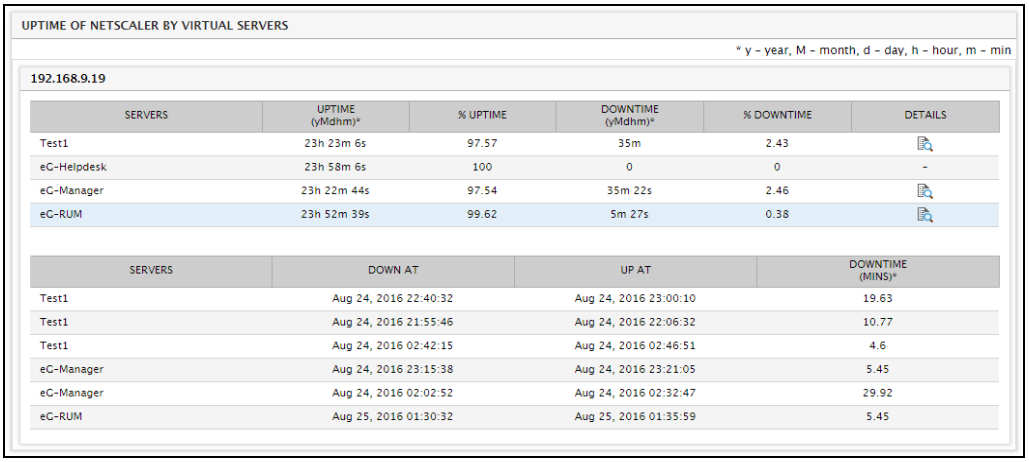


Figure 7.101: The downtime details as part of the generated report

21. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

7.2.1 Client Printer Analysis Report

In large Citrix XenApp environments, IT infrastructure operators require a wide range of reports that reveal the service level achieved by a target environment, intermittent breaks in service delivery (if any) to a printer, the reasons for such sudden breaks, how quickly was the service to the printer was restored, etc. To cater to these compliance requirements, the eG Reporter offers the **Client Printer Analysis** report.

While the **Consolidated Event Log Analysis** report helps administrators to pull event log data from multiple sources on multiple hosts across the target environment into a centralized database, so that efficient queries can be executed and the necessary event information viewed from a single interface, the **Client Printer Analysis** report helps administrators to retrieve the events specific to the Printer Management alone. This report helps to bring to light the errors/warnings/security breaches that could have hampered the normal functioning of the printers in the target environment.

To view a **Client Printer Analysis** report, do the following:

1. Select the **Client Printer Analysis** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops* in the eG Reporter menu. Figure 7.102 will then appear.

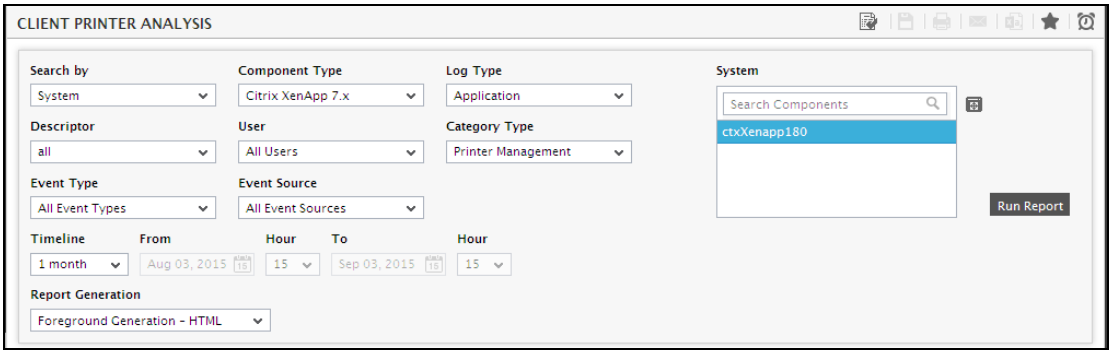


Figure 7.102: Generating a Client Printer Analysis Report

2. From the **Search by** list of Figure 7.102, pick the criteria for searching for the hosts/systems from which event log information need to be extracted. The options are: **Zone**, **Service**, **Segment**, and **System**. If the **Zone** option is selected from the **Search by** list, then a **Zone** list box will appear. From this list, select the zone containing the hosts from which the event log details are to be collected. If you select the **Service** or **Segment** option from the **Search by** list, then a **Service** or **Segment** list box (as the case may be) will appear. From the corresponding list, select the **Service** or **Segment** containing the systems to participate in the event log

aggregation. If you want to choose the candidates for log aggregation from across all managed systems in the environment, then select the **System** option from the **Search by** list.

Note:

If the hosts/systems from which event log information is to be retrieved are not part of any existing zone, then you can choose the **Default** option from the **Zone** list. This zone is automatically created by the eG Enterprise system, and includes all those infrastructure elements that are not mapped to any zone, segment, or service.

3. If you select a particular Zone, Service, or Segment, then the **Component Type** list box will be populated with only those distinct *Citrix XenApp 4/5/6.x and Citrix XenApp 7.x* component types that belong to the chosen **Zone**, **Service**, or **Segment**. However, if the **System** option is chosen from the **Search by** list, then all the managed hosts/systems in the monitored environment will be displayed in the **Component Type** list box. From this list, select the specific component type for which the client printer analysis reports are to be generated.
4. Once a **Component Type** is selected, the **System** list will automatically get populated with all the components pertaining to that particular component type. If the **System** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **System** list. The **SYSTEM** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.
5. Next, pick the type of event logs for which the report is to be generated from the **Log Type** list. The options are: Application, Security, and System.
6. Typically, the eG agent executes an ApplicationEventLog test, a SystemEventLog test, and a SecurityLog test on a host to extract statistics related to the application, system, and security events (respectively) that occur on that host. While configuring these tests, you can provide specific 'event source-ID-description' combinations to be monitored on the host. The *Display Names* assigned to these configured combinations will be the 'descriptors' of these tests. The **Descriptor** list in this page will be populated with these *Display Names* only. From this list, select the descriptor for which the client printer analysis report is to be generated. The default selection here is, *All Descriptors*.
7. The Event Log metrics reported by the eG agent also include the name/ID of the user who triggered the events. The **User** list in this page consists of these users only. If you want a report on the events triggered by a particular user, select a user from this list. For events associated with all users, go with the default *All Users* option.

8. If you want to view information related to a particular event type, select the **Event Type** of event from the list box. The contents of this list box will change based on the Log Type chosen. For instance, if the **Log Type** is *Application*, then the **Event Type** list will offer the following choices: *Error*, *Information*, *Warning*. On the other hand, if the **Log Type** is *Security*, then you have to choose from the following event types: *Audit successes* and *Audit failures*. The default selection however, is All Event Types, which reports the details of events of all types that have occurred on the chosen systems.
9. By default, the **Printer Management** is chosen from the **Category Type** indicating that the details of events related to the printer on the chosen system alone will be reported.
10. For details pertaining to a specific event source, select an **Event Source** from the list. The default selection is *All Event Sources*, which will retrieve details pertaining to all the event sources on the chosen systems.
11. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
12. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if

required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.103). The steps below discuss each of these settings and how they can be customized.

Figure 7.103: The default settings for generating a Client Printer Analysis report

13. Next, from the **Event ID** list (see Figure 7.103), pick the criterion using which the event logs should be reported. You can choose from the following options:

    - **Specific**: By default, the Specific option is chosen indicating that you can choose to filter specific event log IDs by providing a comma-separated IDs in the IDs text box.
    - **Range**: If the Range option is chosen from the Event ID list then speicifying a From and To values will filter the event logs accordingly.

14. If you wish to generate the report for the event logs that contain a specific string of your interest, then you can provide such information in the **Event Description** text box. For example, if you provide 'protocol' in this list box, then the event logs that comprise the word 'protocol' alone will be reported.

15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

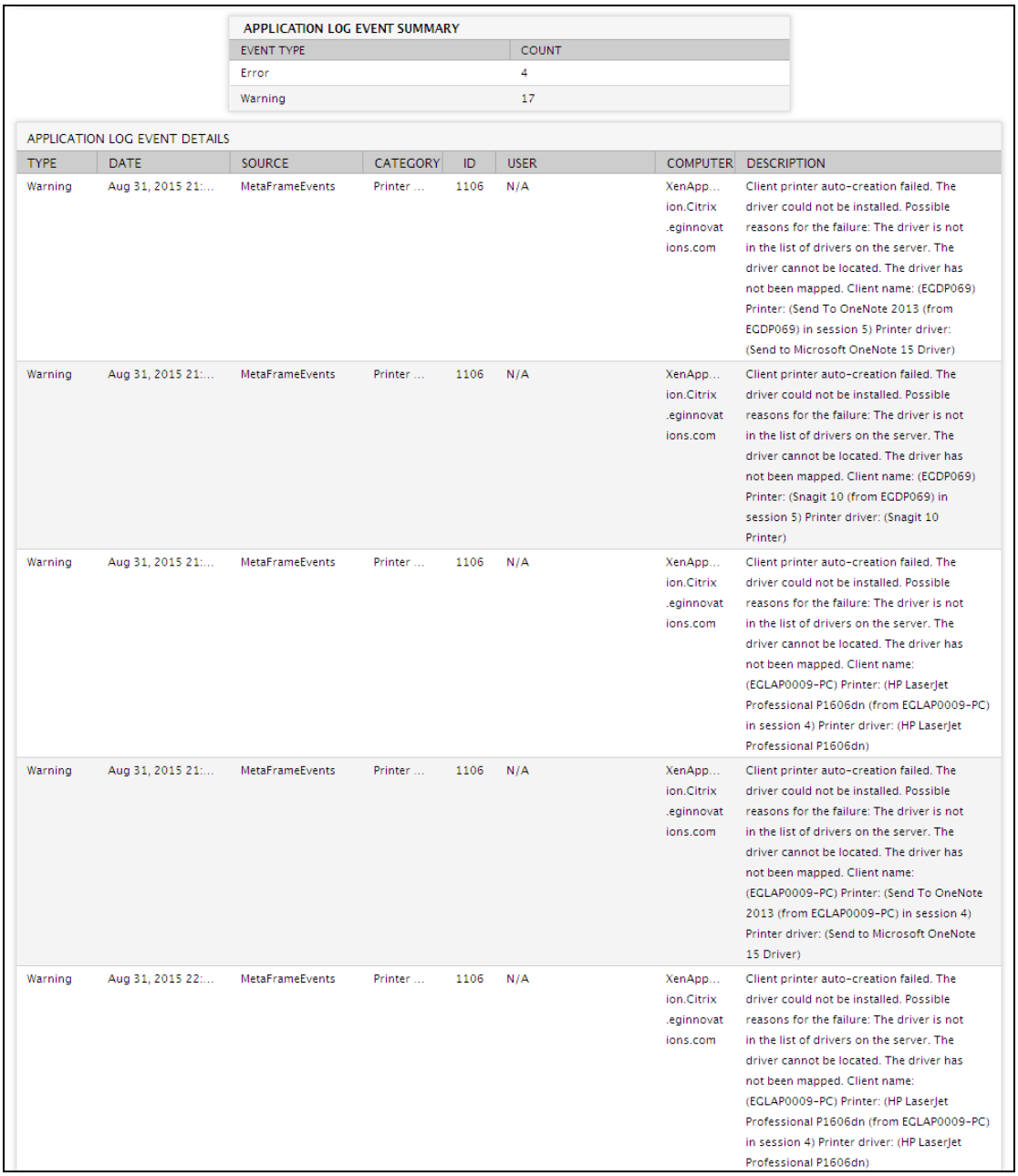
    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_**

DIR}\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button to view the query results.



APPLICATION LOG EVENT SUMMARY

EVENT TYPE	COUNT
Error	4
Warning	17

APPLICATION LOG EVENT DETAILS

TYPE	DATE	SOURCE	CATEGORY	ID	USER	COMPUTER	DESCRIPTION
Warning	Aug 31, 2015 21:...	MetaFrameEvents	Printer ...	1106	N/A	XenApp... ion.Citrix .eginnovations.com	Client printer auto-creation failed. The driver could not be installed. Possible reasons for the failure: The driver is not in the list of drivers on the server. The driver cannot be located. The driver has not been mapped. Client name: (EGDP069) Printer: (Send To OneNote 2013 (from EGDP069) in session 5) Printer driver: (Send to Microsoft OneNote 15 Driver)
Warning	Aug 31, 2015 21:...	MetaFrameEvents	Printer ...	1106	N/A	XenApp... ion.Citrix .eginnovations.com	Client printer auto-creation failed. The driver could not be installed. Possible reasons for the failure: The driver is not in the list of drivers on the server. The driver cannot be located. The driver has not been mapped. Client name: (EGDP069) Printer: (Snagit 10 (from EGDP069) in session 5) Printer driver: (Snagit 10 Printer)
Warning	Aug 31, 2015 21:...	MetaFrameEvents	Printer ...	1106	N/A	XenApp... ion.Citrix .eginnovations.com	Client printer auto-creation failed. The driver could not be installed. Possible reasons for the failure: The driver is not in the list of drivers on the server. The driver cannot be located. The driver has not been mapped. Client name: (EGLAP0009-PC) Printer: (HP LaserJet Professional P1606dn (from EGLAP0009-PC) in session 4) Printer driver: (HP LaserJet Professional P1606dn)
Warning	Aug 31, 2015 21:...	MetaFrameEvents	Printer ...	1106	N/A	XenApp... ion.Citrix .eginnovations.com	Client printer auto-creation failed. The driver could not be installed. Possible reasons for the failure: The driver is not in the list of drivers on the server. The driver cannot be located. The driver has not been mapped. Client name: (EGLAP0009-PC) Printer: (Send To OneNote 2013 (from EGLAP0009-PC) in session 4) Printer driver: (Send to Microsoft OneNote 15 Driver)
Warning	Aug 31, 2015 22:...	MetaFrameEvents	Printer ...	1106	N/A	XenApp... ion.Citrix .eginnovations.com	Client printer auto-creation failed. The driver could not be installed. Possible reasons for the failure: The driver is not in the list of drivers on the server. The driver cannot be located. The driver has not been mapped. Client name: (EGLAP0009-PC) Printer: (HP LaserJet Professional P1606dn (from EGLAP0009-PC) in session 4) Printer driver: (HP LaserJet Professional P1606dn)

Figure 7.104: The Client Printer Analysis Report

17. The resulting report (see Figure 7.104) will consist of two sections - a SUMMARY section that provides an event type-wise count of events, and a DETAILS section that provides the details of events logged; these details include:

    - the event type
    - the date/time on which the event occurred
    - the event source

- the event category
- the event ID
- the user who is responsible for the occurrence of the event
- the system on which the event occurred
- a detailed description of the event

7.2.2 VDI Resource Usage Reports

VDI Resource Usage reports help administrators analyse the performance of virtual desktops. In an infrastructure with hundreds of virtual desktops, administrators need to quickly understand which desktops are consuming the highest amount of resources and which ones are configured with excessive resources. This is where the VDI Resource Usage report helps. By identifying which desktops are taking resources, administrators can determine what action needs to be taken – e.g., prevent specific applications from running on the desktop, ensure that resource consuming desktops run on different physical hosts, etc.

Using the reports offered under this category, you can assess the VDI infrastructure for its resource usage and top application activity. The forthcoming sections will discuss each report in detail.

7.2.2.1 VDI Resource Usage - Desktop Distribution report

To assess the resource consumption of the desktops in a VDI environment, you can user the **VDI Resource Usage - Desktop Distribution** report. To generate the **VDI Resource Usage - Desktop Distribution** report, do the following:

1. Select the **Desktop Distribution** option by following the menu sequnce: *REPORTS BY FUNCTION -> Domain-specific Reports-> Virtual Applications / Desktops -> VDI Resource Usage*
2. Figure 7.105 will then appear. Select an option for analysis of the report from the **Analyzeby** list. By default, this list will display **Component** as its selection. You can however narrow your search by opting to view only those virtual servers that are part of a service/segment/zone. For this, select the **Zone**, **Service**, or **Segment**, option from the **Analyze By** field:
   - Selecting the **Zone** option will allow you to select the desired zone from the **Zone** list box. To include the virtual servers within a specific subzone, set the **Include subzone** flag to **Yes**.
   - In the same way, to make the virtual servers that are part of a particular segment or service, select **Service** or **Segment** from the **Analyze by** list box. Then, select the desired service or

segment from the **Service** or **Segment** list.

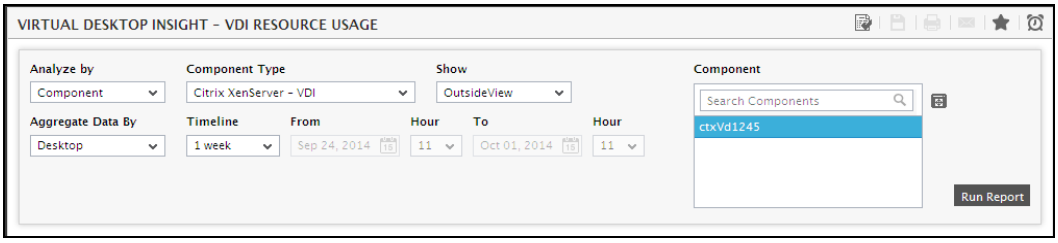


Figure 7.105: Selecting the criteria for generating the Desktop Distribution report

3. Next, from the **Component Type** list, select the virtual server type for which this report is to be generated.
4. In the **Component** list box, all the components pertaining to the chosen **Component Type** will be listed. If the **Component** list consists of too many virtual servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Component** list. This will open the **COMPONENTS** pop up window using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. If there are still too many components in the list to choose from, you can narrow your search further by using the **Search Components** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.
5. By default, this report will be generated based on the outside view metrics of the chosen **Component**. Therefore, **OutsideView** will be the default selection from the **Show** list box. If the report needs to be generated based on the inside view metrics of the chosen component, then the **InsideView** option will be selected from this list.
6. If you wish to generate the report from the virtual desktops perspective, then select the **Desktop** option from the **Aggregate Data By** list box. If you wish to generate the report from the user-perspective (users who are currently using the desktops), then choose **User** from this list.
7. Next, specify the start time and end time for report generation against the **Time period** field.
8. Specify the report **Timeline**. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.106). The steps below discuss each of these settings and how they can be customized.

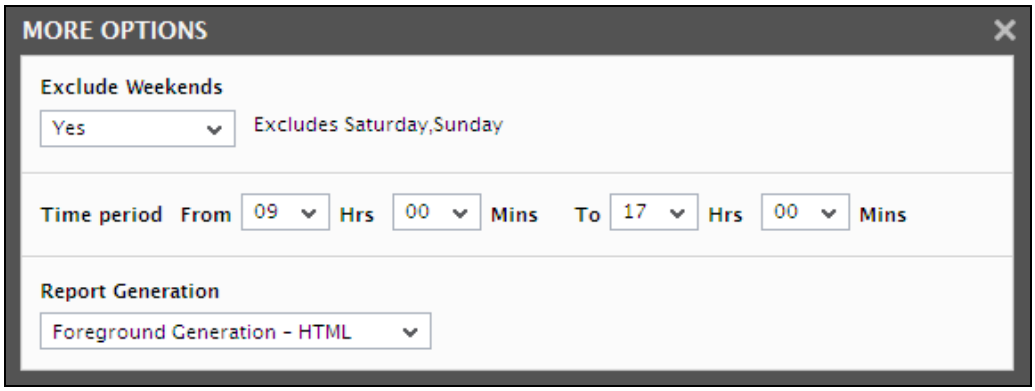


Figure 7.106: The default settings for generating the User Logon Performance report

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

11. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.40).
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_ DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_ PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

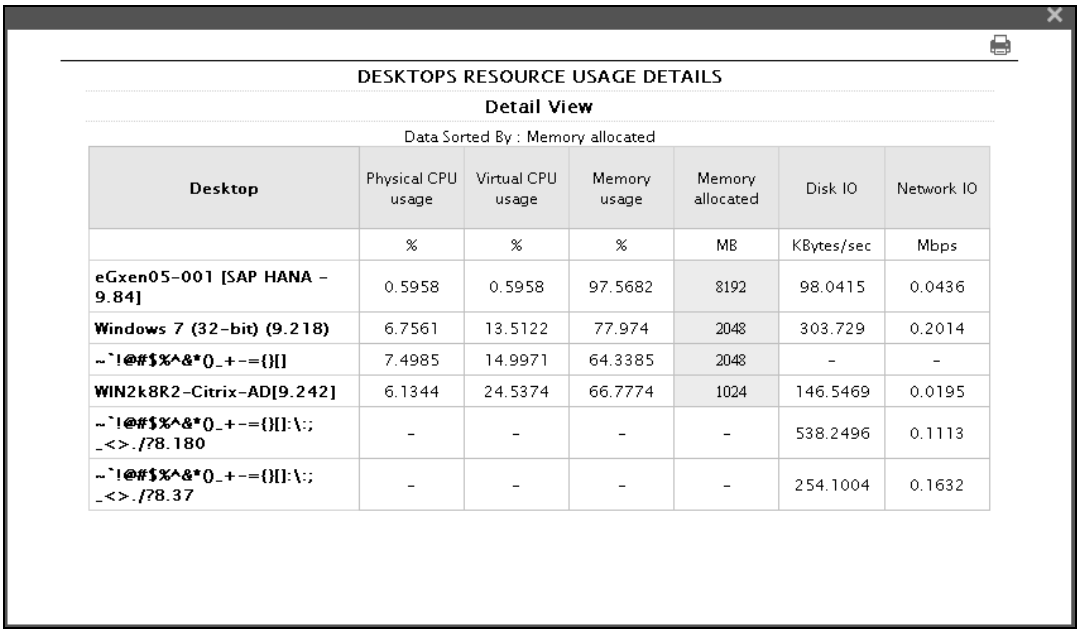
13. Finally, click the **Run Report** button. 7.2.2.1 will now appear.

Figure 7.107: The VDI Resource Usage report

14. 7.2.2.1 shows a series of distribution pie charts for the virtual desktops based on their Physical CPU usage, Virtual CPU usage, Memory usage, allocated memory, Disk IO and Network IO. Each slice of the pie and their respective colors represent the different levels of desktop resource utilization (VeryLow, Low, Medium and High).

15. Clicking on any of the slices of a particular distribution pie chart will lead you to the Desktops Resource Usage DETAILS pop up window (see Figure 7.108) that contains the resource utilization of all the desktops in data format. The **Data Sorted By** field available in this window will represent the section on which the slice of pie was actually clicked. If you click on a slice from the **Desktops based on Memory allocated** section, then **Memory allocated** will be displayed in the **Data Sorted By** field. The **Memory allocated** column will be sorted in descending order

as shown in Figure 7.108. Using this data report, you can actually correlate the resource usage of the desktops and identify those desktops that are in dire need of additional resources. If the **Desktop** option is chosen from the **Aggregate Data By** list, then the names of the desktops alone will be listed in the **Desktop** column of the Desktops Resource usage details pop up window.



DESKTOPS RESOURCE USAGE DETAILS

Detail View

Data Sorted By : Memory allocated

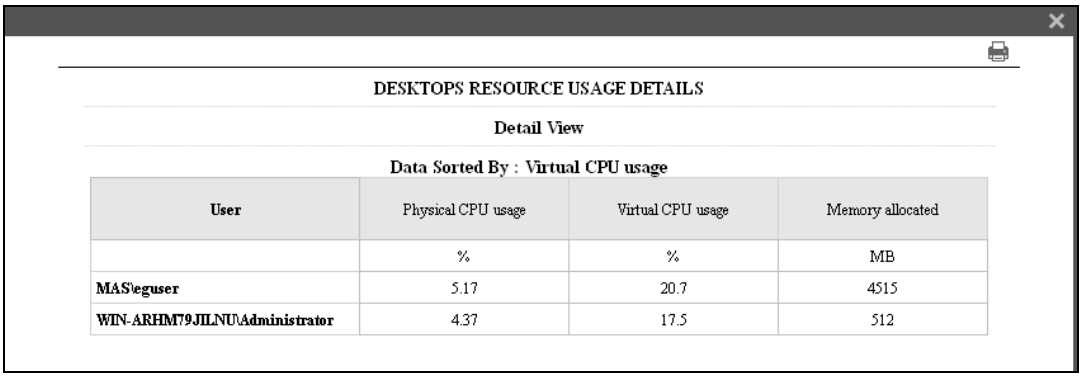
Desktop	Physical CPU usage	Virtual CPU usage	Memory usage	Memory allocated	Disk IO	Network IO
	%	%	%	MB	KBytes/sec	Mbps
eGxen05-001 [SAP HANA - 9.84]	0.5958	0.5958	97.5682	8192	98.0415	0.0436
Windows 7 (32-bit) (9.218)	6.7561	13.5122	77.974	2048	303.729	0.2014
~`!@#$%^&*()_+-={}[]	7.4985	14.9971	64.3385	2048	-	-
WIN2k8R2-Citrix-AD[9.242]	6.1344	24.5374	66.7774	1024	146.5469	0.0195
~`!@#$%^&*()_+-={}[]:\:;_<>./?8.180	-	-	-	-	538.2496	0.1113
~`!@#$%^&*()_+-={}[]:\:;_<>./?8.37	-	-	-	-	254.1004	0.1632

Figure 7.108: The Desktops Resource Usage Details pop up window

16. If **User** option is chosen from the **Aggregate Data By** list of Figure 7.105, then the report will be generated considering the desktops on which users are currently active:

Figure 7.109: The VDI Resource Usage report that is generated when User option is chosen

17. Clicking on a slice of the distribution pie chart will reveal the **DESKTOPS RESOURCE USAGE DETAILS** pop up window which will sport a **User** column unlike the **Desktop** column of Figure 7.108. This **User** column lists the name of the desktop and the user who is currently logged into that desktop (see Figure 7.110).



DESKTOPS RESOURCE USAGE DETAILS

Detail View

Data Sorted By : Virtual CPU usage

User	Physical CPU usage	Virtual CPU usage	Memory allocated
	%	%	MB
MAS\eguser	5.17	20.7	4515
WIN-ARHM79JILNU\Administrator	4.37	17.5	512

Figure 7.110: The Desktops Resource Usage Details pop up that appears when the User option is selected

18. If **Inside View** option is chosen from the **Show** list and the **Desktop** option is chosen from the

Aggregate Data By list, then the report will comprise a series of distribution pie charts (see Figure 7.111) for the Virtual CPU usage, Physical memory utilized, free physical memory, percent writes to virtual disk, incoming connection to VM, outgoing connections to VM and bandwidth usage. The distribution pie chart will list only the desktops that have reported measures to the eG Manager during the last measurement period (see Figure 7.111).

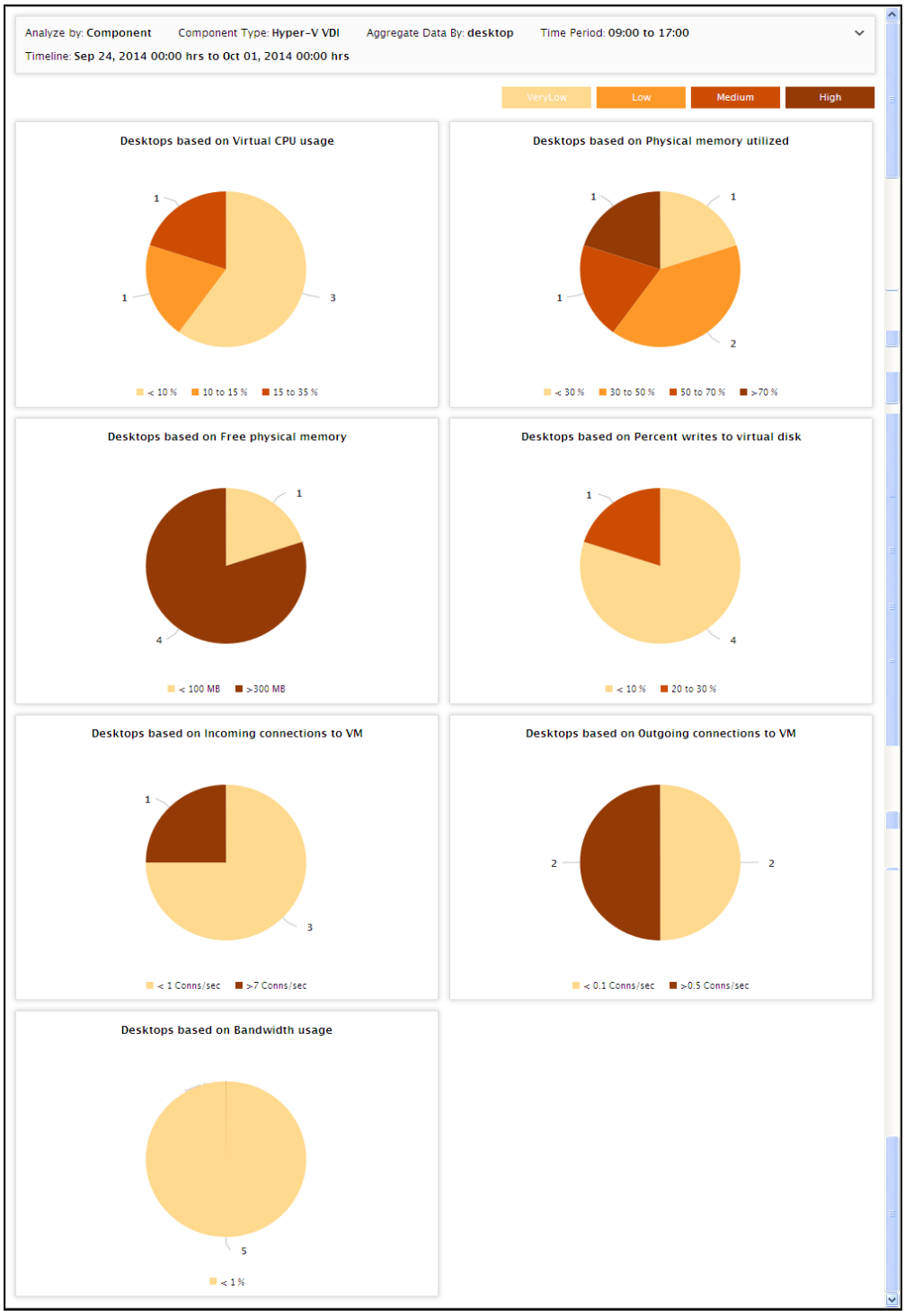
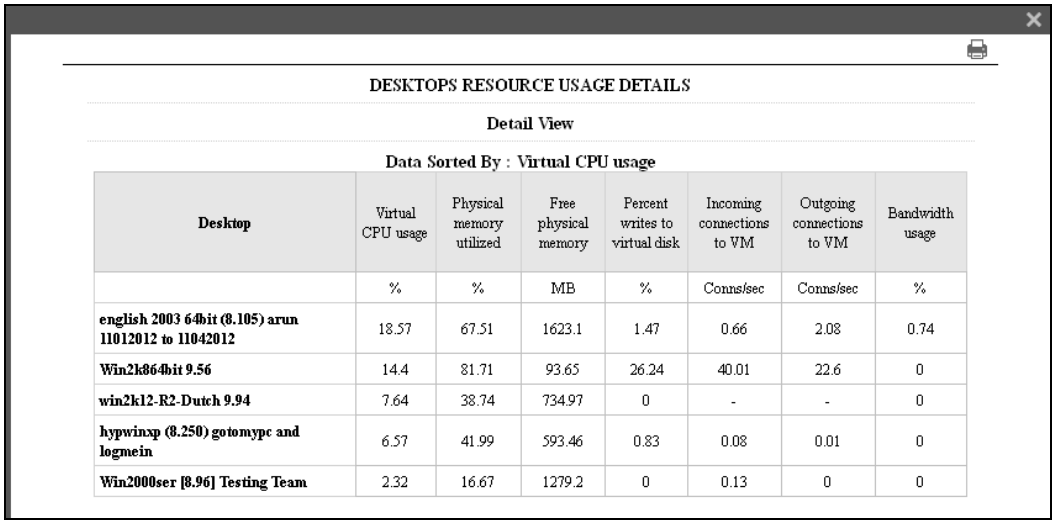


Figure 7.111: The VDI Resource usage report when *Inside view* option is selected

19. Clicking on a slice of the distribution pie chart will reveal the **DESKTOP RESOURCE USAGE DETAILS** pop up window which will list the data report of each desktop. 7.2.2.1 reveals the data

report based on the Virtual CPU usage of the desktops.



DESKTOPS RESOURCE USAGE DETAILS

Detail View

Data Sorted By : Virtual CPU usage

Desktop	Virtual CPU usage	Physical memory utilized	Free physical memory	Percent writes to virtual disk	Incoming connections to VM	Outgoing connections to VM	Bandwidth usage
	%	%	MB	%	Conns/sec	Conns/sec	%
english 2003 64bit (8.105) arun 11012012 to 11042012	18.57	67.51	1623.1	1.47	0.66	2.08	0.74
Win2k864bit 9.56	14.4	81.71	93.65	26.24	40.01	22.6	0
win2k12-R2-Dutch 9.94	7.64	38.74	734.97	0	-	-	0
hypwinxp (8.250) gotomypc and logmein	6.57	41.99	593.46	0.83	0.08	0.01	0
Win2000ser [8.96] Testing Team	2.32	16.67	1279.2	0	0.13	0	0

Figure 7.112: The Desktop Resource Usage Details pop up window displaying the Inside view metrics

20. If **Inside View** option is chosen from the **Show** list and the **User** option is chosen from the **Aggregate Data By** list, then the report will be generated considering the desktops on which the users are currently active (see 7.2.2.1).

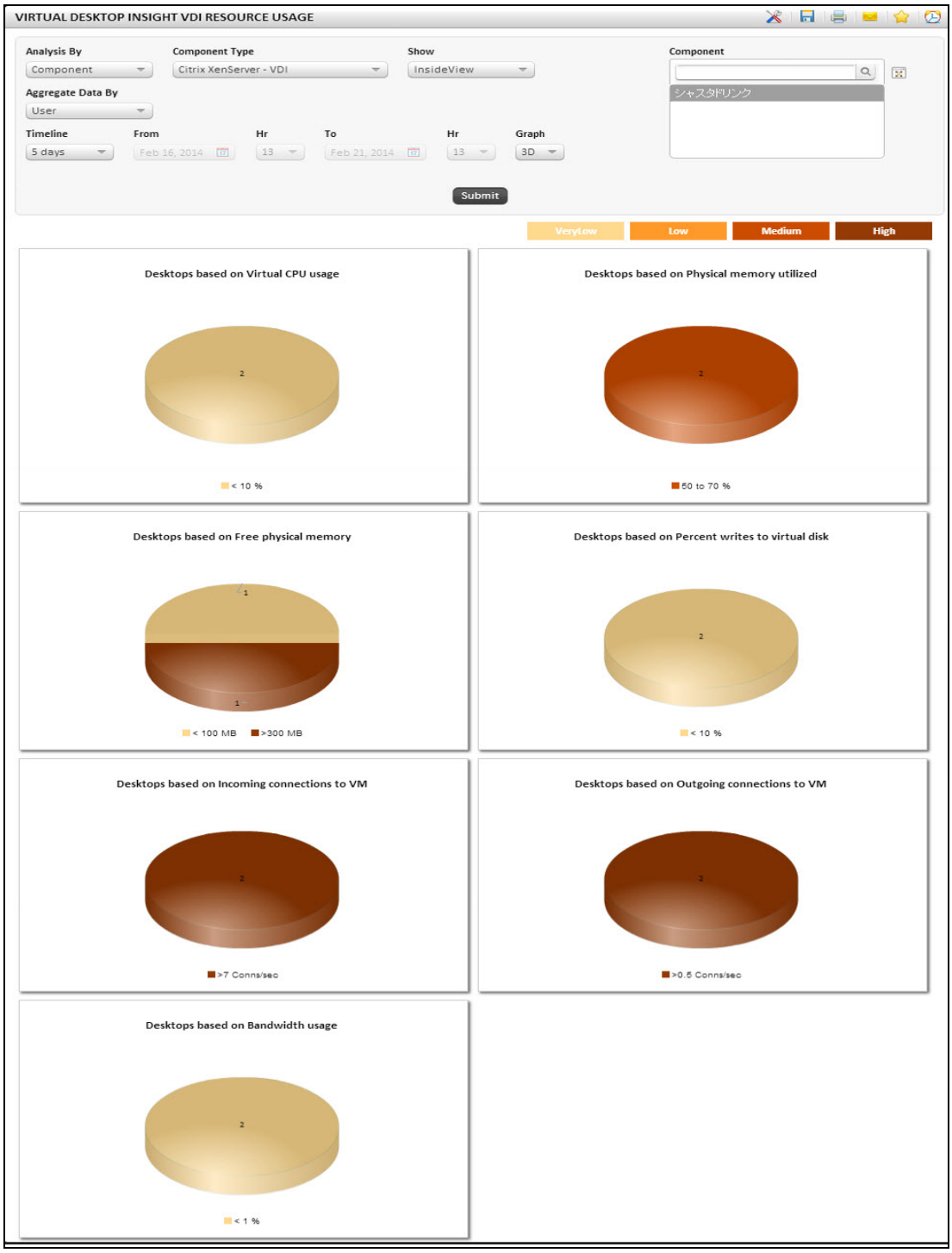
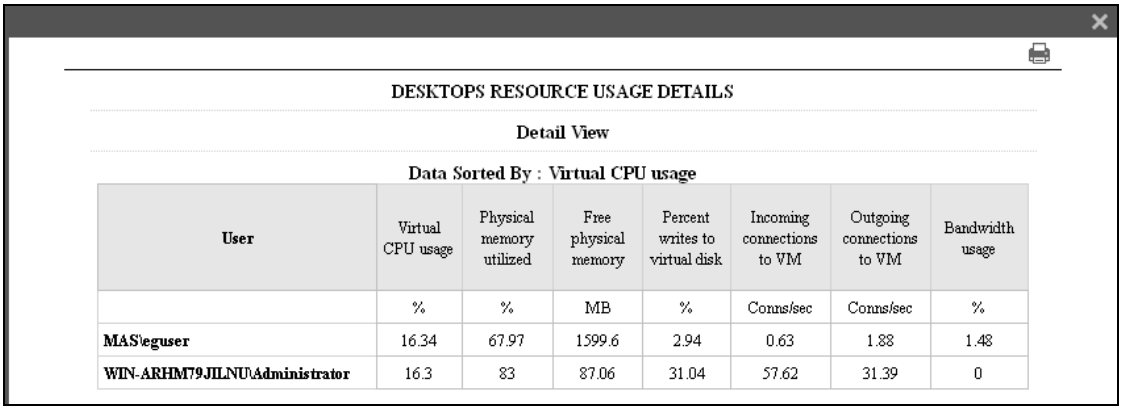


Figure 7.113: The VDI Resource Usage report that is generated when Inside View and User options are chosen

21. Clicking on a slice of the distributed pie chart, say for example – a slice of the Desktops based on Virtual CPU usage will reveal the **DESKTOPS RESOURCE USAGE DETAILS** pop up window. The **User** column in the **DESKTOPS RESOURCE USAGE DETAILS** pop up window

will list the name of the desktop and the user who is currently logged into that desktop (see Figure 7.114).



DESKTOPS RESOURCE USAGE DETAILS

Detail View

Data Sorted By : Virtual CPU usage

User	Virtual CPU usage	Physical memory utilized	Free physical memory	Percent writes to virtual disk	Incoming connections to VM	Outgoing connections to VM	Bandwidth usage
	%	%	MB	%	Conns/sec	Conns/sec	%
MAS\eguser	16.34	67.97	1599.6	2.94	0.63	1.88	1.48
WIN-ARHM79JILNU\Administrator	16.3	83	87.06	31.04	57.62	31.39	0

Figure 7.114: The Desktops Resource Usage Details window that appears upon clicking a slice of the pie chart

Note:

Sometimes, desktops that are powered on during a measurement period may be powered off during another measurement period. But in general, the report will be generated only for the desktops that are currently powered on in the target environment. Administrators may however, wish to take all the desktops into consideration. In such a situation, set the **OmitPoweredOFFVMs** flag in the **[Desktop_Insight_Resource_Usage]** section of the **eg_report.ini** to **No**. This will ensure displaying the measures for all the available desktops in the target environment.

Note:

The number of virtual desktops whose data is to be displayed in the**DESKTOP RESOURCE USAGE DETAILS** pop up window is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **noOfDesktopToDisplay** parameter in the **[DESKTOP_ INSIGHT_ RESOURCE_ USAGE]** section of the file. By default, the value displayed here is 20, indicating that, by default, the data report will be for the **Top 20** virtual desktops. For example, if you change this value to 5, then the data report will display only the **Top 5** virtual desktops in terms of resource usage.
- Finally, save the **eg_report.ini** file.

7.2.2.2 VDI Resource Usage-Top Applications Report

In order to figure out the applications that are extensively used in the VDI environment, use the VDI Resource Usage-Top Applications report.

To generate the **VDI Resource Usage-Top Applications** report, do the following:

1. Select the **Top Applications** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops-> VDI Resource Usage*.
2. 7.2.2.2 will then appear. Select an option for analysis of the report from the **Analyze by** list. By default, this list will display **Component** as its selection. You can however narrow your search by opting to view only those virtual servers that are part of a service/segment/zone. For this, select the **Zone**, **Service**, or **Segment**, option from the **Analyze by** field:
   - Selecting the **Zone** option will allow you to select the desired zone from the **Zone** list box. To include the virtual servers within a specific subzone, set the **Include subzones** flag to **Yes**.
   - In the same way, to make the virtual servers that are part of a particular segment or service, select **Service** or **Segment** from the **Analyze by** list box. Then, select the desired service or segment from the **Service** or **Segment** list.

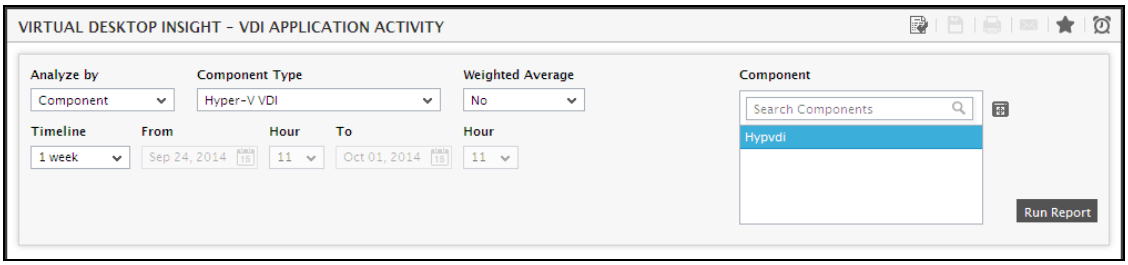


Figure 7.115: Selecting the criteria for the VDI Resource Usage-Top Applications report

3. Next, from the **Component Type** list, select the virtual server type for which this report is to be generated.
4. In the **Component** list box, all the components pertaining to the chosen **Component Type** will be listed. If the **Component** list consists of too many virtual servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the virtual servers in a single interface and **Select** the ones for which the report is to be generated. If there

are still too many components in the list to choose from, you can narrow your search further by using the **Search Components** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it. The **Component** list will then be populated with all component names that embed the specified search string. Select the component of your choice from this list.

5. Using the **Weighted Average** flag, you can indicate how the **Avg** value is to be computed for a chosen measure for the purpose of this report. The status of the **Weighted Average** flag is relevant only if the **Test** chosen is a descriptor-based test, and the descriptors are dynamic in nature. For instance, the *VDI Applications* test in our example auto-discovers the applications that are currently available on the virtual desktop. For each application that is discovered, the test reports a variety of statistics. Unlike descriptors such as disk partitions or processors that rarely change, the applications are dynamic descriptors, which may change often; in other words, an application that is used by the virtual desktop user now, may not be used by the user during the next measurement period. The *VDI Applications* test will neither report metrics for the inactive descriptors nor display it in the eG monitoring console. This is why, applications are considered 'dynamic descriptors'.

   By default, the **VDI Application Activity** report compares the *Avg* value of the chosen measure across all selected descriptors. Since the **Weighted Average** flag is set to **No** by default, this *Avg* is computed as the ratio of the sum total of the measure values reported by a descriptor during the given timeline and the total number of times the test ran during the same timeline. In case of dynamic descriptors however, the *Avg* values so computed may not reveal the 'true picture of performance'. This is because, the test may not discover or report metrics for dynamic descriptors throughout a given timeline. For example, take the case of the *VDI Applications* test. Say, the test auto-discovered two applications - namely, 'explorer' and 'java' - during its first measurement period; both applications registered a *memory usage* of 30 MB and 60 MB respectively. Assume that the second time the *VDI Applications* test ran, it captured 50 MB of data for the application 'explorer'. Application 'java' however was inactive during the second measurement period, and hence, was not discovered at all. If the **Weighted Average** flag is set to **No** by default, then, the **VDI Application activity** report will plot the *Avg* value of 40 MB (30+50=80/2=40) for the application 'explorer' and 30 MB (60/2=30) again for the application 'java'. If you notice, unlike the application 'explorer', where 40 MB of data was transacted over a period of time, in case of the application 'java', 60 MB of data was transacted at one shot! Logically therefore, the application 'java' has to be ranked above the application 'explorer' in terms of memory usage. However, since the default *Avg* value computation does not clearly bring out this difference, both the applications 'explorer' and 'java' are treated at par in the **VDI Application Activity** report! This is why, in case of dynamic descriptors, you may want to set the **Weighted Average** flag to **Yes**. In this case, the eG Enterprise system expresses *Avg* as the

ratio of the sum total of the measure values reported by a descriptor during a given timeline and the 'total number of times that descriptor was active' during the same timeline. This implies that if the **Weighted Average** flag is set to **Yes** in the application example above, the *Avg* value for the application 'explorer' will continue to be 40 (30+50=80/2=40), but the same for the application 'java' will be 60 MB (60/1=60). In the **VDI APPLICATION ACTIVITY** report therefore, the application 'java' will be placed above the application 'explorer', thereby accurately pointing you to the top applications that are consuming too much of memory resources.

6. Specify the report **Timeline**. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.116). The steps below discuss each of these settings and how they can be customized.

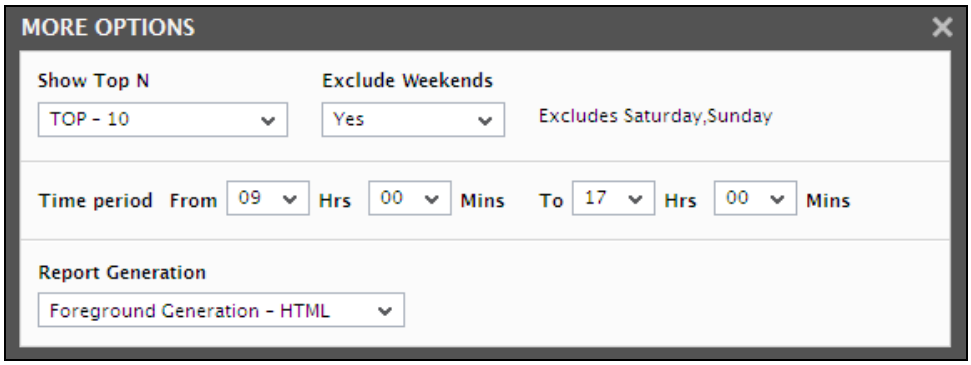


Figure 7.116: The default settings for generating the User Logon Performance report

8. By default, this report will list the activity of the Top 10 applications. If you wish to view the report for the number of applications of your choice, then, you may do so by selecting an option from the **Show Top N** list box.
9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.
10. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.116).
11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground**

Generation - HTML option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button. Figure 7.117 will now appear.

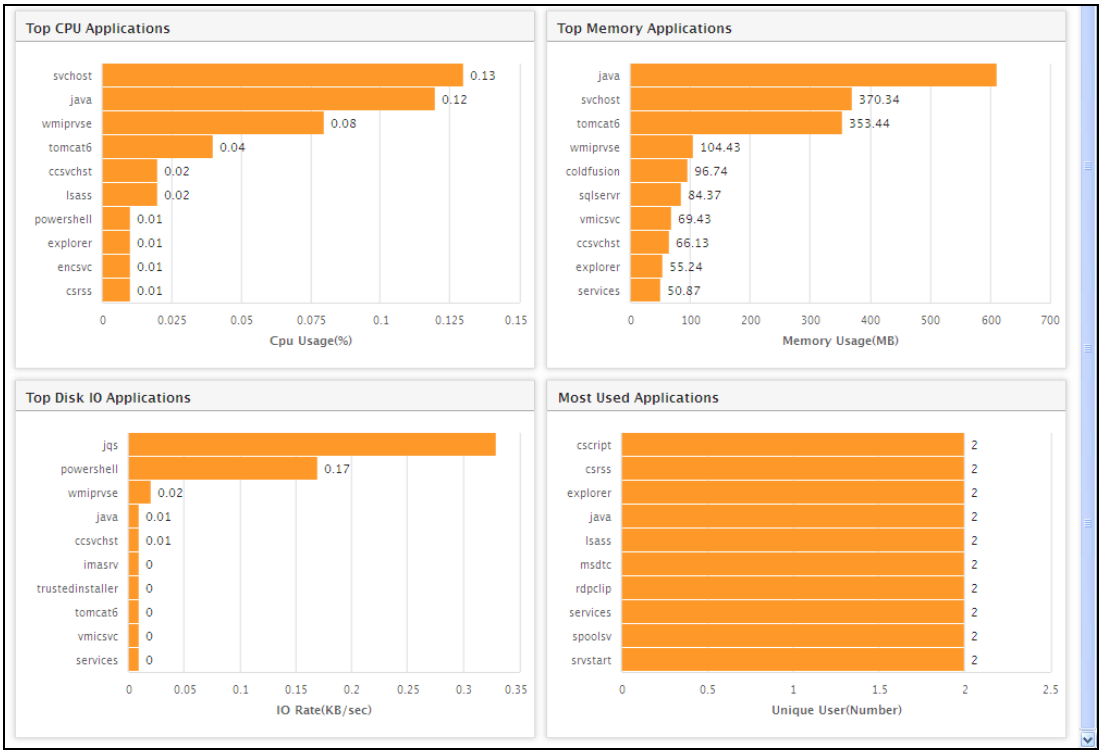
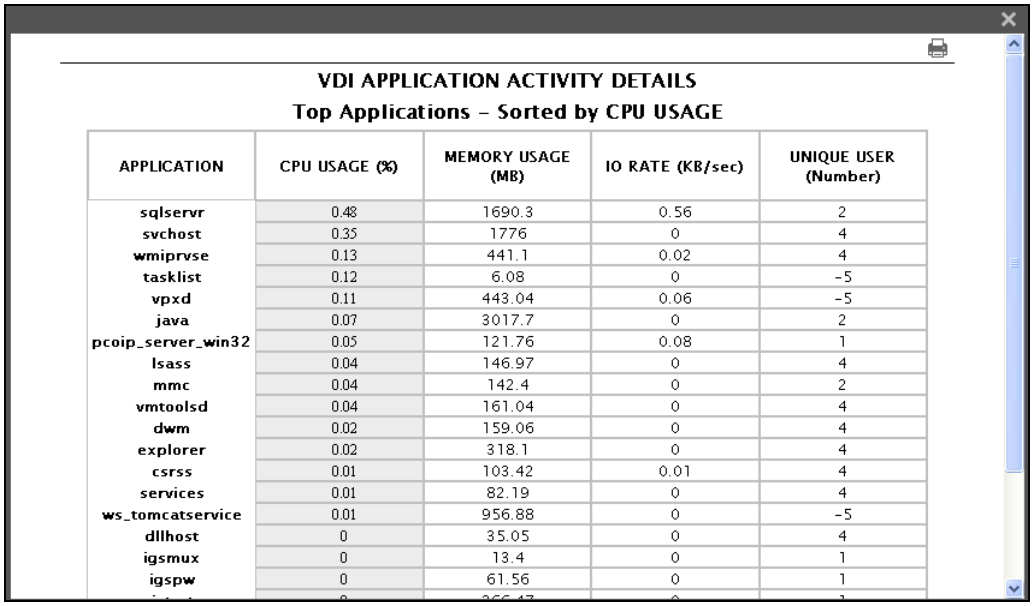


Figure 7.117: The VDI Application Activity report

13. The generated report comprises of four different graphical sections (see Figure 7.117) – each comprising a bar chart for the Top CPU Applications, the Top Memory Applications, the Top Disk IO Applications and the Most Used Applications. The Top CPU Applications section lists the applications that are currently consuming high CPU resources. The Top Memory Applications section lists the applications that are currently consuming too much of memory resources. The Top Disk IO Applications lists the applications whose IO activity on the disk is higher and the Most Used Applications lists the number of instances of each application on the virtual desktops available in the target environment.

14. Clicking on any application of a particular bar chart will open a VDI Application Activity Details pop up window that lists all the usage statistics for each application. The data report will be sorted in descending order of the usage statistics of the application that was clicked on originally i.e., the sorting order of the data report will be based on the section of the bar graph that was clicked by the user. The **Top Applications – Sorted by** field will display the section of the bar chart that was originally clicked. Figure 7.118 shows a data report that appears when a bar of the Top CPU Applications section of Figure 7.117 is clicked.



VDI APPLICATION ACTIVITY DETAILS

Top Applications – Sorted by CPU USAGE

APPLICATION	CPU USAGE (%)	MEMORY USAGE (MB)	IO RATE (KB/sec)	UNIQUE USER (Number)
sqlservr	0.48	1690.3	0.56	2
svchost	0.35	1776	0	4
wmiprvse	0.13	441.1	0.02	4
tasklist	0.12	6.08	0	-5
vpxd	0.11	443.04	0.06	-5
java	0.07	3017.7	0	2
pcoip_server_win32	0.05	121.76	0.08	1
lsass	0.04	146.97	0	4
mmc	0.04	142.4	0	2
vmtoolsd	0.04	161.04	0	4
dwm	0.02	159.06	0	4
explorer	0.02	318.1	0	4
csrss	0.01	103.42	0.01	4
services	0.01	82.19	0	4
ws_tomcatservice	0.01	956.88	0	-5
dllhost	0	35.05	0	4
igsmux	0	13.4	0	1
igspw	0	61.56	0	1

Figure 7.118: The VDI Application Activity Details pop up window that appears upon clicking the Top CPU Applications

7.3 Virtualization Reports

As the virtualization technology helps enterprises greatly in conserving space and resources, the last decade witnessed many enterprises virtualize their mission-critical service offerings, with the hope of transferring the reliability of virtualized platforms to their end-user services. Moreover, the recent rise

in the popularity of “virtualism” has resulted in many new platforms invade the virtualization space - the leading players being VMware ESX, Citrix XenServers, Solaris LDoms, Microsoft HyperV, etc. In order to reap the benefits of each distinct technology, enterprises too are deploying more than one virtualization platform, thereby increasing the complexity of their service composition and adding to the administrator’s misery! Hence, administrators these days require a solution that can:

- monitor heterogenous virtualized environments efficiently and report sporadic spikes in resource usage;
- help perform effective comparative and time-based analysis of resource usage across physical servers and/or virtual machines on a server, so that problem patterns and problem sources come to light;

In recent times, eG Enterprise has emerged as an undisputed expert in the monitoring and management of a variety of virtualization platforms, namely: VMware ESX, Citrix XenServers, Solaris Containers, Solaris LDoms, and Microsoft Virtual Server. While the solution’s In-N-Out monitoring approach captures live the abnormalities in the actual and relative resource usage of VMs, the exclusive **Virtualization** report category that the tool provides enables administrators to perform the following easily and effectively:

- oversee the performance of a physical server or a server farm over time;
- compare the resource usage across physical servers;
- analyze how resource-intensive the VMs on a server are by reviewing its impact on both the physical and allocated resources;

Towards this end, the **Virtualization** category offers the following reports.

Hypervisors Reports

7.3.0.1 Hypervisors - Hypervisor Overview Report

The **Hypervisors - Hypervisor Overview** report provides deep insights into the performance of a chosen physical server or a server farm during a specified timeline, and enables administrators to figure out the following:

- Is the server adequately sized in terms of resources?
- Which physical server in the farm has been consistently consuming resources excessively?
- Which physical server in the farm hosts the maximum number of VMs?

- Which physical server is the busiest in the farm in terms of disk activity and network traffic handled over time?
- Which physical server in the farm has been the most problem-prone in the given time slot? What were the top problems encountered by that physical server?

Based on the findings of this report, administrators can prudently plan the future capacity of a physical server or server farm.

To generate this report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Hypervisors -> Hypervisor Overivew*.
2. Figure 7.119 then appears. For a graphical report, select **Graph** as the **Report Type**.

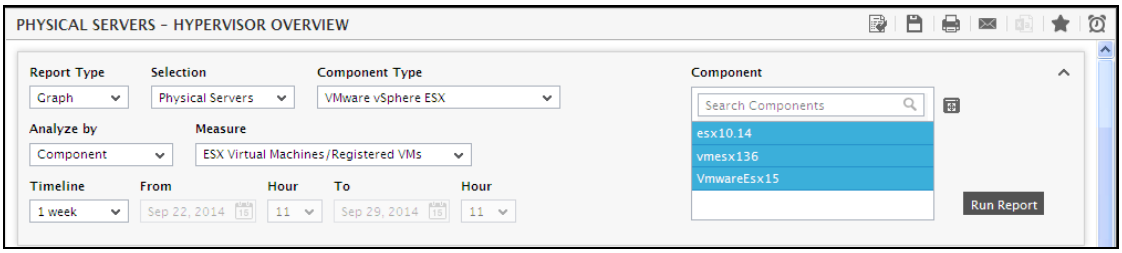


Figure 7.119: Selecting the report criteria for generating a Hypervisors - Hypervisor Overview report

3. The **Component Type** list displays all the managed virtual component-types – e.g., *VMware vSphere ESX*, *Citrix XenServer,* etc. For a report on ESX servers, select *VMware vSphere ESX*.
4. Then, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the performance of the virtual components on a particular service/segment/zone's performance, and accordingly take performance decisions. The options provided by the **Analyze by** list box are discussed hereunder:
   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the performance of all the managed vSphere/ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Analyze by** list, and then select all the virtual hosts listed in the **Components**list of Figure 7.119.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.

- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

5. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. This will expand the **Components** list so that you can view almost all the components in a single interface and select the ones for which the report is to be generated.
6. Typically, for a **Data** report, users can configure the measures that need to feature in the report and the functions (eg., **Avg**, **Max**, etc.) to be applied on them. However, if the **Report Type** chosen is **Graph**, you will be required to select the **Measure** for which the graph is to be generated. For instance, to assess how the managed physical ESX servers in the environment use the CPU resources available to them, choose *CPU - Esx/Physical CPU utilization* measure from the **Measure** list. The **Graph** report that then appears reveals the top CPU consumers in the chosen component-list.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Component**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see). The steps below discuss each of these settings and how they can be customized.

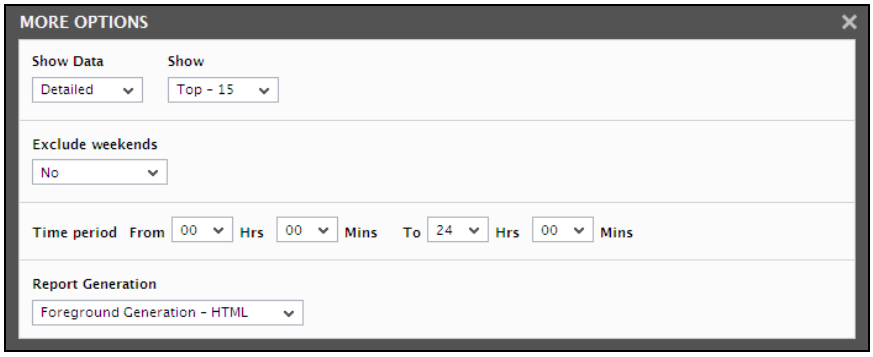


Figure 7.120: The default settings for generating the Physical Servers – Hypervisor Overview Report

9. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in . By default, the **Detailed** option is selected in indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the **Run Report** button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
    - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

10. To indicate how many of the top/least resource users the resulting graph should depict, so as not to clutter the display, select an option from the **Show** list.
11. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.
12. Next, indicate the report **Timeperiod**.
13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
14. Finally, click the **Run Report** button.
15. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the Run Report button will invoke .

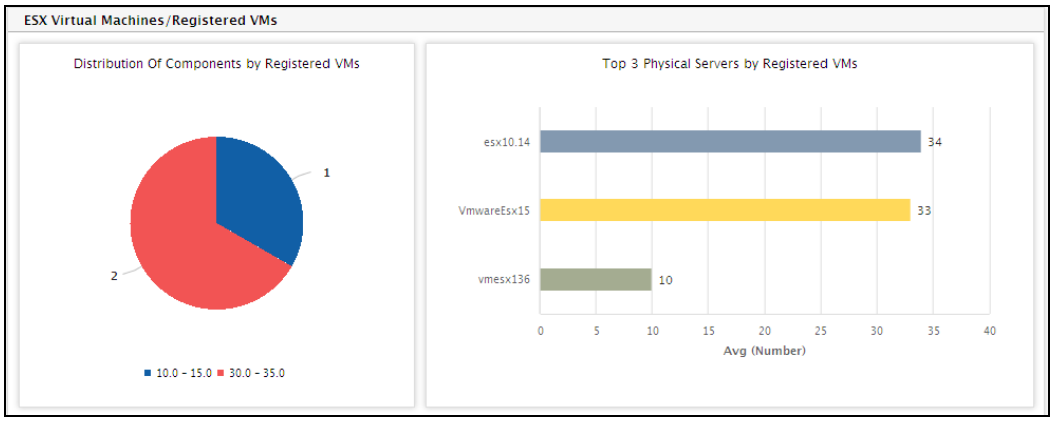


Figure 7.121: A Physical Servers – Hypervisor Overview report

16. If the **Report Type** is **Graph**, then will appear comprising of the following:

- A distribution pie chart that reveals the number of components in different distribution ranges (see). The distribution ranges are obtained by applying the first of the configured functions for the chosen **Measure**. For instance, assume that *Registered VMs* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of *Registered VMs*in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Registered VMs* - alone is calculated for every component of the chosen component-type. The resulting pie chart enables administrators to determine, at a glance, which managed physical ESX servers in the environment have been configured with the maximum number of guests. Clicking on a particular slice in the pie chart lists the components that fall within the value range represented by that slice (see Figure 7.122). Against every component name, the actual values for each of the configured functions (both *Avg* and *Max*, in our example), and also the **Health %** of each of the components will be displayed. A zone/segment/service/component-type-level **Summary** of the chosen **Measure** and the **Health %** will also be available.

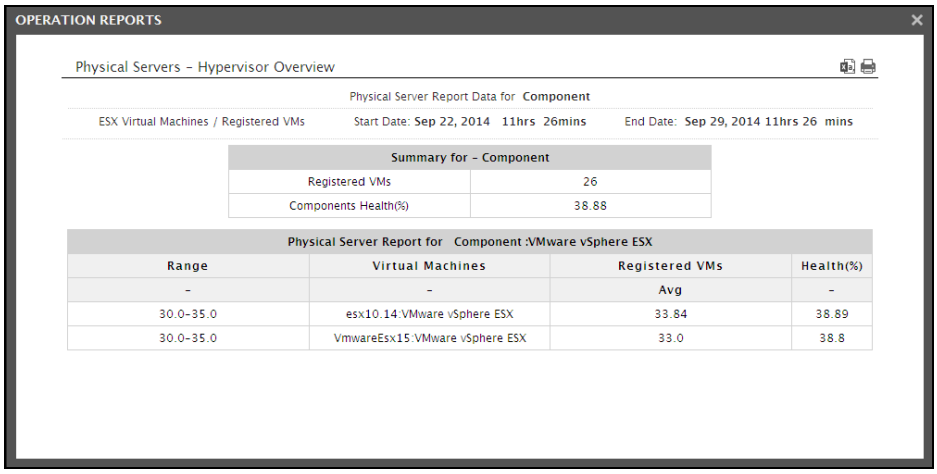


Figure 7.122: A list of components with Physical CPU utilization in a given range

Note:

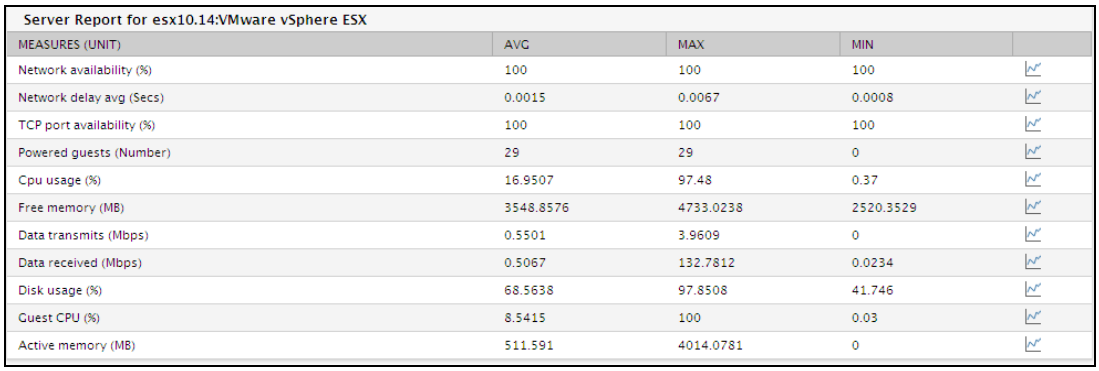
By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_host] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>**\manager\config** directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[VIRTUAL_HOST]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the components that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the Registered guests measure, this bar chart reveals the components that are the loaded with guests. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**. Clicking on the bar corresponding to a server name results in a **Server** Report (see Figure 7.123) that enables you to focus on the performance of that server.



Server Report for esx10.14:VMware vSphere ESX

MEASURES (UNIT)	AVG	MAX	MIN	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0015	0.0067	0.0008	
TCP port availability (%)	100	100	100	
Powered guests (Number)	29	29	0	
Cpu usage (%)	16.9507	97.48	0.37	
Free memory (MB)	3548.8576	4733.0238	2520.3529	
Data transmits (Mbps)	0.5501	3.9609	0	
Data received (Mbps)	0.5067	132.7812	0.0234	
Disk usage (%)	68.5638	97.8508	41.746	
Guest CPU (%)	8.5415	100	0.03	
Active memory (MB)	511.591	4014.0781	0	

Figure 7.123: The server report that appears upon clicking on a bar chart in the Physical Servers report

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_ install_dir>**\manager\config** directory. The [VIRTUAL_HOST] section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_HOST]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[VIRTUAL_HOST]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you

change this value to 5, then a bar chart displaying the **Top 5 Components** will appear. This configuration governs the options listed in the **Show** field in Figure 7.119.

- Finally, save the **eg_report.ini** file.

17. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.
18. If the **Report Type** is **Data**, then clicking the **Run Report** button will invoke Figure 7.124.
19. The **Data** report will display multiple values for a measure depending upon the number and type of functions that have been configured for the measure (see Figure 7.124).

Physical Server Overview Report for VMware vSphere ESX

Server	Reg VMs	Powered VMs		Vms Added		Overall Physical CPU Used	Overall Physical CPU Utilization
	Avg (Number)	Avg (Number)	Max (Number)	Avg (Number)	Max (Number)	Avg (Mhz)	Avg (%)
Summary	26	21	-	1	-	5385.3	32.49
VmwareEsx15	33	28	28	0	0	5425.3	22.66
esx10.14	34	29	29	1	34	8120.3	33.91
vmesx136	10	6	6	1	10	2610.2	40.9

Figure 7.124: A Physical Servers – Hypervisor Overview Data Report

20. The first row of the **Data** report displays a **Summary** of the performance of all the servers that have been chosen for the report. Below this row, server-wise performance details will appear. These details together provide users with an overview of the health of the ESX server farm.
21. Besides user-configured measures, the **Data** report also contains a **Health %** column. For the **Summary** row, this column indicates the overall health of the chosen virtual servers. For each server, this column indicates the percentage of time a particular server has been in the **Normal** state during the chosen timeline. If a server has remained the constant victim of problems during the specified time period, then this percentage will obviously be low. To drill down to the root-cause of the issues affecting the server, click on the corresponding **Health %** value. This will lead you to the Executive report of the problem server, which will reveal when and what type of problems were encountered by the server (see).

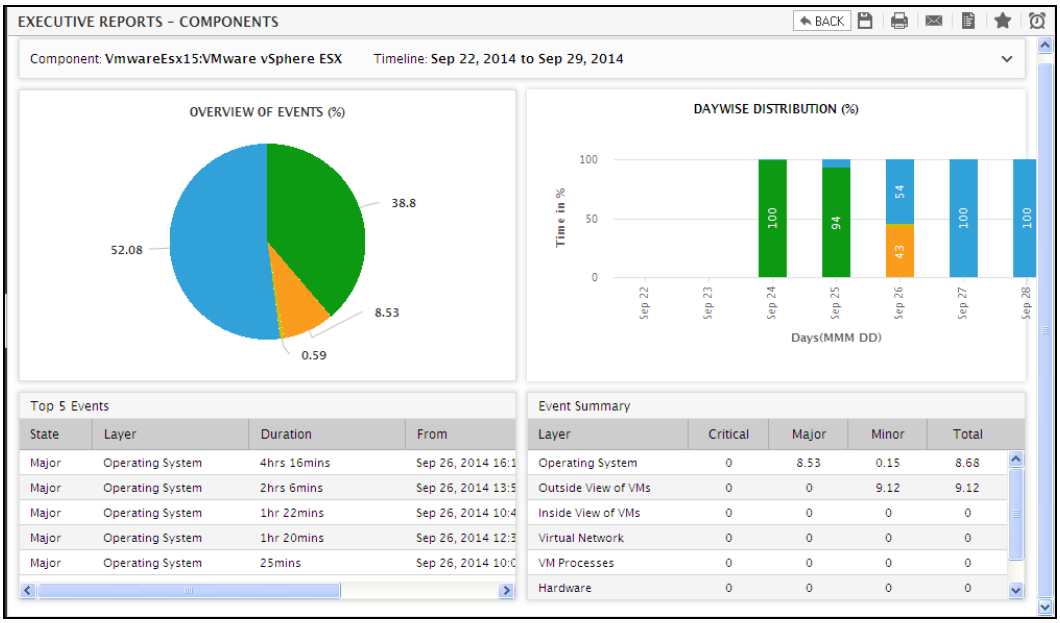
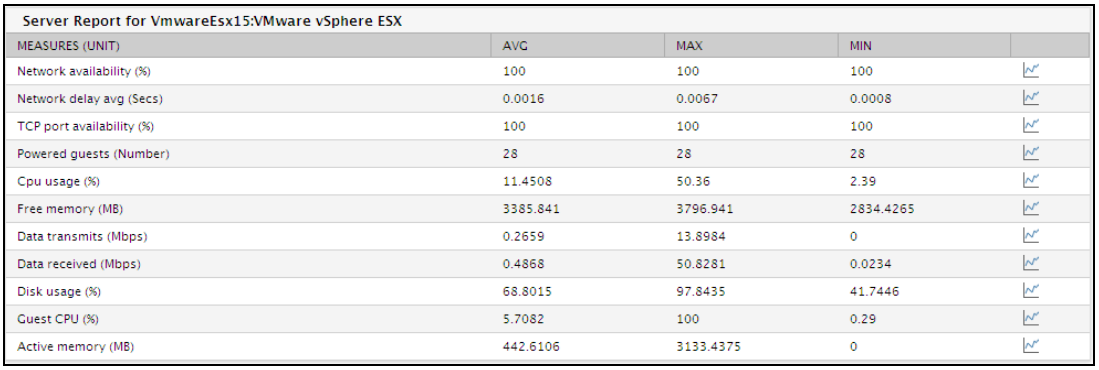


Figure 7.125: An Executive report of a virtual host

22. Also, to focus on the health of a particular server displayed in the **Data** report, click on the corresponding **Server** name in (see Figure 7.124). The **Server Report** will then appear (see Figure 7.126).



Server Report for VmwareEsx15:VMware vSphere ESX

MEASURES (UNIT)	AVG	MAX	MIN	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0016	0.0067	0.0008	
TCP port availability (%)	100	100	100	
Powered guests (Number)	28	28	28	
Cpu usage (%)	11.4508	50.36	2.39	
Free memory (MB)	3385.841	3796.941	2834.4265	
Data transmits (Mbps)	0.2659	13.8984	0	
Data received (Mbps)	0.4868	50.8281	0.0234	
Disk usage (%)	68.8015	97.8435	41.7446	
Guest CPU (%)	5.7082	100	0.29	
Active memory (MB)	442.6106	3133.4375	0	

Figure 7.126: The Server report of the problem server

23. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need

be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

24. To save you the trouble of scrolling up the report everytime you want the review the report criteria, eG Reporter now includes a separate section with the summary of your report specification. By default, this section appears with a button. Clicking on this button (see Figure 7.127) before the report; will expand the report specification using which you can view/modify the criteria specified for generating the report.

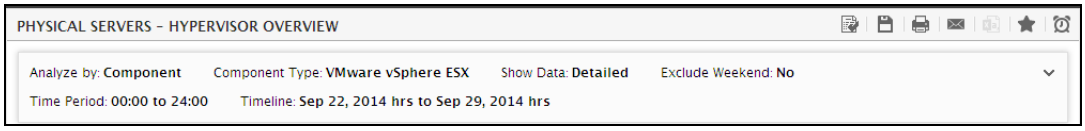


Figure 7.127: A summary of the report criteria

As stated earlier, you can configure the information that needs to appear in the **Physical Servers** report, by editing the **eg_report.ini** file in the <eg_install_dir> **\manager\config** directory. For example, to generate the report depicted by Figure 7.124, specify the following in the [VIRTUAL_HOST] section of the **eg_report.ini** file:

```
[VIRTUAL_HOST]
EsxGuestStatusTest:Registered_guests#Registered VMs=Avg
EsxGuestStatusTest:Guests_powered_on#Powered On VMs=Avg,Max
EsxMemoryTest:Memory_consumed#Consumed Memory=Avg
EsxMemoryTest:Pct_free_memory#Free Memory=Avg
EsxCpuTest:Usage#CPU Usage=Avg
EsxDiskUsageTest:Percent_usage#Disk Usage=Avg
EsxDiskTest:Issued_commands#Disk Commands=Avg
EsxDiskTest:Commands_aborted#Disk Command Aborts=Avg
EsxNetworkTest:Data_transmitted#Network Traffic Out=Avg
EsxNetworkTest:Data_received#Network Traffic In=Avg
EsxNetworkTest:Usage#Network Usage=Avg
```

Typically, measure configurations in the [virtual_host] section of the **eg_report.ini** file should be of the following format:

<InternalTest>:<InternalMeasure>#<Display name of measure>=<Comma-separated list of functions>

Before proceeding with the configuring, determine the internal component type, test, and measure names, using the procedure discussed in Page Section of this manual.

Accordingly, in the first line of the example above:

- *EsxGuestStatusTest* is the <*InternalTest*> that reports the measure of interest to us
- *Registered_guests* is the <*InternalMeasure*> that is to be displayed in the report page
- The display name of the measure is *Registered VMs*, and finally,
- *Avg* is the function that is to be executed on the value of the *Registered_guests* measure
- The other measures that have been configured are: *Guests_ powered_ on, Memory_ consumed, Pct_free_memory, CPU usage, Percent_usage, Issued_commands, Commands_ aborted, Data_transmitted, Data_received, Network usage*.

This indicates for each chosen physical server, the following values will be displayed in the report:

- The average number of registered VMs
- The average and maximum number of powered-on VMs
- The average of memory consumed
- The average of free memory
- The average of CPU usage
- The average of disk usage
- The average number of disk commands issued
- The average of number of disk commands aborted
- The average of outgoing network traffic
- The average of incoming network traffic
- The average of network usage

Note:

- If functions such as *Avg*, *Max*, etc., are not explicitly configured in the **[VIRTUAL_GUEST]** section in the manner discussed above, then report will, by default, display the average (*Avg*) values for the configured measures.
- If a display name is not provided for a measure, then the actual measure name will automatically become the display name.

7.3.0.2 Hypervisors - Resource Analytics Report

This report provides deep insights into the resource utilization of the physical servers on a day-to-day basis as well as on a monthly basis. Using this report, the administrators can easily figure out the following:

- How well the CPU of the physical server has been utilized over a period of time? Is it under-utilized or over-utilized?
- Has the maximum CPU utilization limit reached?
- How well the memory of the physical server has been utilized? Are adequate memory resources available?
- What is the network usage of the physical server? Is the network available to the physical server?
- How well the disk of the physical server is utilized? Is it adequately sized or if additional disk is required for the storage activity of the physical server?

To generate the **Hypervisors - Resource Analytics** report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Hypervisors -> Resource Analytics*.
2. Figure 7.128 now appears. First, select a criterion for analysis from the **Report For** list box. Using this report, you can view the resource utilization of independent physical servers or those that are part of a segment, service, or a zone. The options provided by the **Report For** list box are discussed hereunder:

    - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the resource utilization of the managed vSphere/ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Report For**list, and then select all the virtual hosts listed in the **Component** list of Figure 7.128. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

- **Service**: Select this option to generate the report for all components that are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are configured on the virtual hosts that are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the status of the components managed on all virtual hosts that are included in a zone. Then, choose a **Zone**. Also, indicate whether the virtual servers present within the sub-zones of the chosen zone are also to be considered for report generation, by selecting an option from the **Include Subzones**list.

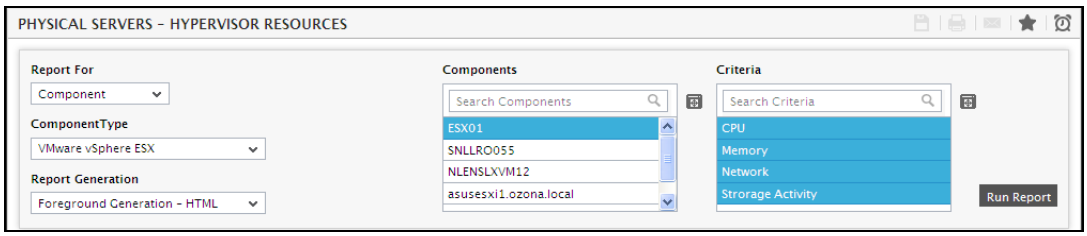


Figure 7.128: Selecting the criteria for the Hypervisors - Resource Analytics report

3. Next, from the **Component Type** list, pick the component type for which the report is to be generated. By default, all managed component types in your environment will be listed here.
4. Based on the criterion chosen from the **Report For** list, the **Components** list will be populated. Select one/more of the listed components to generate a report. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
5. Pick an option from the **Criteria** list box for which the report is to be generated. By default, this report enables you to figure out the CPU utilization, Memory utilization and Network usage of the chosen component. If the chosen component is *VMware vSphere ESX* as in Figure 7.128, then the report will be generated for the storage activity of the component as well. Likewise, if the chosen component is *Citrix XenServer VDI*, then the report will be generated for the disk activity of the component. By default, all the options i.e., **CPU**, **Memory**, **Network** listed in this list box will be selected. If you wish to view the report for a single **Criteria** of your choice, you may just select that criteria alone from this list box.
6. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a

report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

7. Finally, click the **Run Report** button. 7.3.0.2 will now appear.

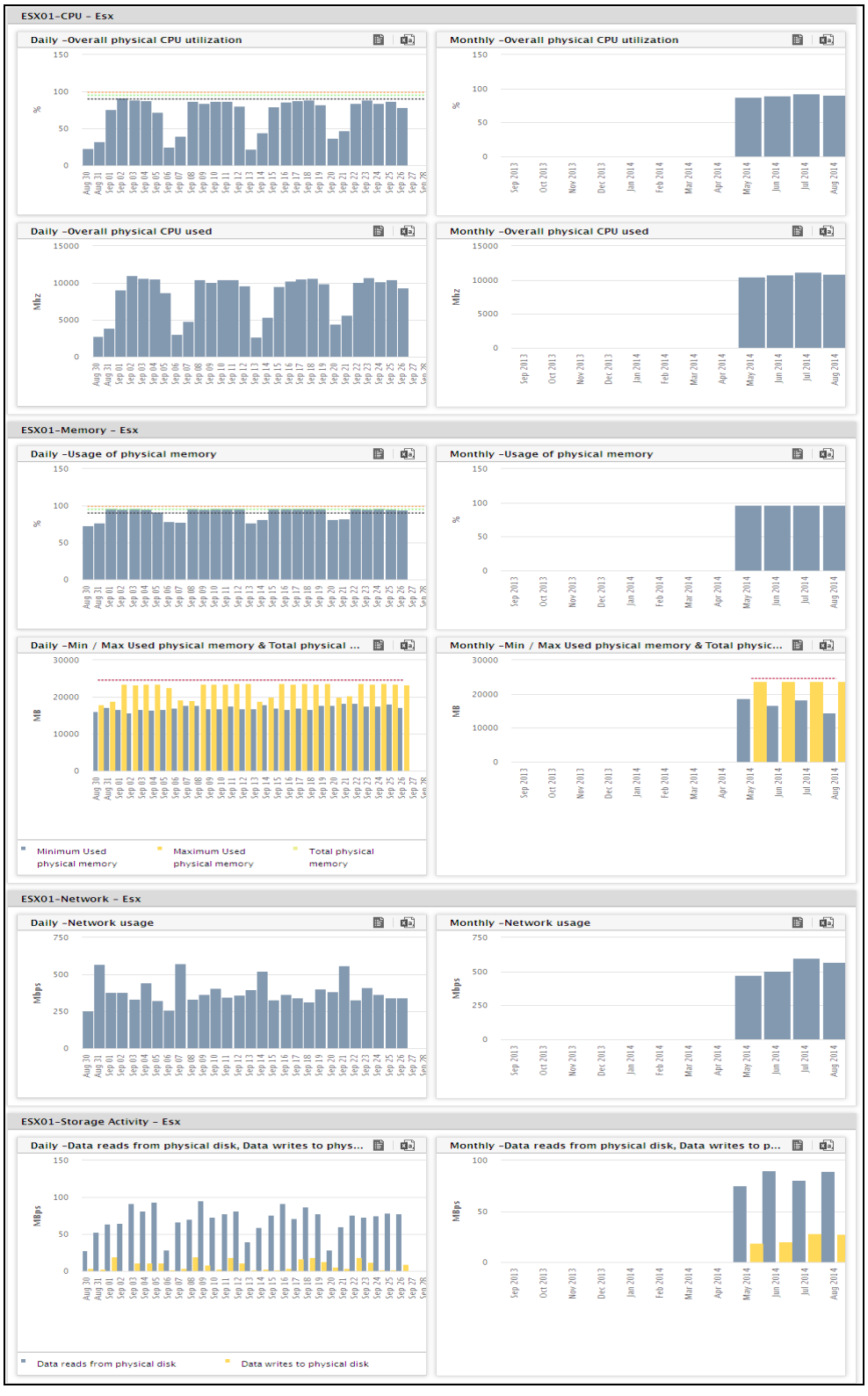


Figure 7.129: The Physical Servers - Resources report

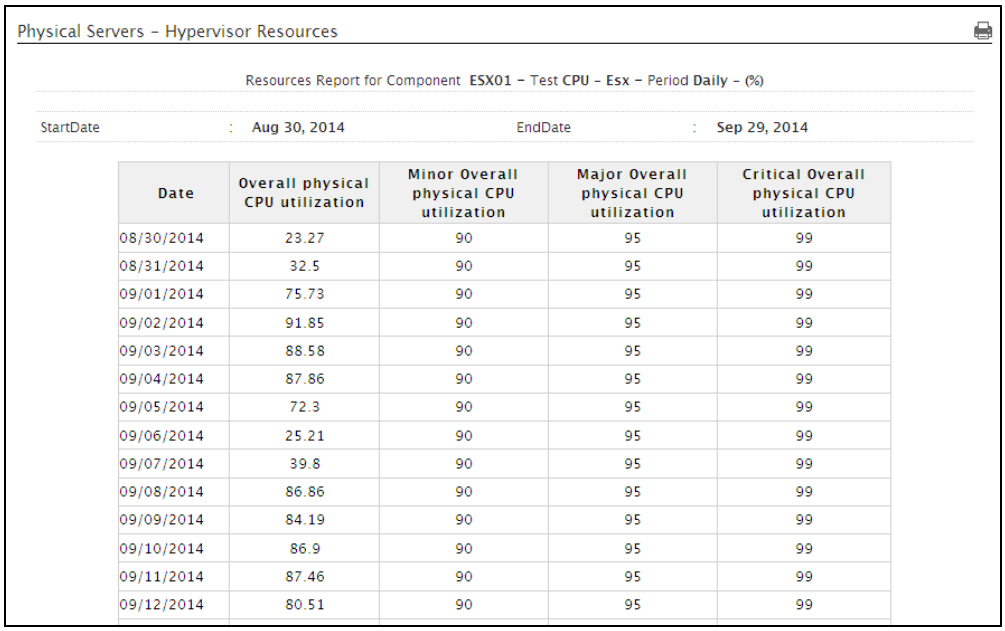
8. 7.3.0.2 shows a graphical report on the utilization of various resources of the chosen component. This report provides you with the resource utilization of the component on a day-to-day basis and on a monthly basis. Using this report, you can easily identify, on which particular day/month the resource has been over- utilized/under- utilized. In addition to this, you can also view the thresholds set for the measure from the graph. Suppose if the Critical/Major/Minor thresholds are set for the **Overall physical CPU utilization** measure, then the threshold limits will be displayed as colored dots for the measure in both the daily report and the monthly report. When you mouse over the colored dots on a daily graph report, you will get to see the exact date and threshold for that measure on that day. Likewise, when you mouse over the threshold limit on a monthly graph, you will view the average threshold for that measure during the chosen month. In places where thresholds are not applicable, say for e.g., the **Minimum/Maximum Used physical memory** graph, the total physical memory of the component is specified in the graph as against the threshold values.

   Note:

   By default, the number of days and number of months for which the graph is generated is 30 and 12 respectively. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - To override the daily report graph, specify a number of your choice against the **TimePeriodforDays** parameter in the **[PHYSICAL_SERVERS_RESOURCES]** section of this file. By default, this parameter will hold the value 30.
   - To override the monthly report graph, specify a number of your choice against the **TimePeriodforMonths** parameter in the **[PHYSICAL_SERVERS_RESOURCES]** section of this file. By default, this parameter will hold the value 12.
   - Save the **eg_report.ini** file.

9. Apart from the graphical report, you can also view the data report for each individual graph by clicking on the icon present above each graph as in 7.3.0.2. Upon doing so, a data report will appear for that chosen graph. Figure 7.130 shows the data report of the **Daily – Overall physical CPU utilization** graph. In this data table, you can view the physical CPU utilization of the chosen component on a daily basis and the corresponding threshold limits that were set for that measure.



Physical Servers - Hypervisor Resources

Resources Report for Component ESX01 - Test CPU - Esx - Period Daily - (%)

StartDate : Aug 30, 2014 EndDate : Sep 29, 2014

Date	Overall physical CPU utilization	Minor Overall physical CPU utilization	Major Overall physical CPU utilization	Critical Overall physical CPU utilization
08/30/2014	23.27	90	95	99
08/31/2014	32.5	90	95	99
09/01/2014	75.73	90	95	99
09/02/2014	91.85	90	95	99
09/03/2014	88.58	90	95	99
09/04/2014	87.86	90	95	99
09/05/2014	72.3	90	95	99
09/06/2014	25.21	90	95	99
09/07/2014	39.8	90	95	99
09/08/2014	86.86	90	95	99
09/09/2014	84.19	90	95	99
09/10/2014	86.9	90	95	99
09/11/2014	87.46	90	95	99
09/12/2014	80.51	90	95	99

Figure 7.130: Data report of the *Overall physical CPU utilization* measure on a daily basis

Note:

While the actual Network usage of the component is represented for the Components types like VMware vSphere Esx, VMware vSphere VDI, Hyper – V, Hyper – V VDI, Oracle VDI etc, the Network usage for the Citrix Xenserver component type is represented as a combination of I/O Read rate and I/O Write rate.

7.3.0.3 Hypervisors - Capacity Planning Report

The **Hypervisors - Capacity Planning** report provides deep insights into the resource utilization of the hosts in the physical server farm and enables the administrators to actually compare the resource utilization of all the hosts in the physical server farm. Apart from this, the report also helps you to figure out the following:

- The resource hungry hosts in the physical server farm;
- The root cause to the paucity of resources on the hosts can be diagnosed by quickly drilling down to the VMs operating on the hosts – Is it due to the resource hungry processes on the hosts or the resource intensive VMs or because of the over allocation of resources to the VMs?;

Based on this report, you can plan the future migration activity of the VMs by identifying those VMs that consume high resources of a host. This way, you can release the resources of a resource intensive host. Apart from this, you can also identify whether these hosts are capable of accommodating additional VMs to them? Are there enough resources in the hosts to support those

additional VMs or should the capacity of the hosts need to be enhanced to handle the additional load of the VMs either at present or in the future?

To generate the **Hypervisors - Capacity Planning** report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Hypervisors -> Capacity Planning* in the eG Reporter interface.
2. Figure 7.131 appears. First, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the capacity of the hosts and virtual machines hosted on independent virtual servers or those that are part of a segment, service, or a zone. The options provided by the **Analyze by** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed virtualized components in the environment. For instance, for a report on the capacity of VMs on all the managed vSphere/ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Analyze by** list, and then select all the virtual hosts listed in the **Component** list of Figure 7.131. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling.To avoid this, you can click the icon next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
   - **Service**: Select this option to generate the report for all virtual servers that are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the virtual servers to be evaluated are configured on the virtual hosts that are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the status of virtual servers managed on all virtual hosts that are included in a zone. Then, choose a **Zone**. Also, indicate whether the virtual servers present within the sub-zones of the chosen zone are also to be considered for report generation, by selecting an option from the **Include Subzone** list.

Figure 7.131: Selecting the criteria for the Hypervisors - Capacity Planning report

3. Next, from the **Component Type** list, pick the virtualized component-type for which the report is to be generated. By default, all managed virtualization platforms will be listed here.

4. Based on the criterion chosen from the **Analyze by** list, the **Component** list will be populated. Select one/more of the listed components to generate a report. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

5. Next, using the **Timeline** option, specify the period to which this report should pertain.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you

can proceed to generate the report by clicking the **Run Report** button soon after you pick an option from the **Component** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.0.3). The steps below discuss each of these settings and how they can be customized.

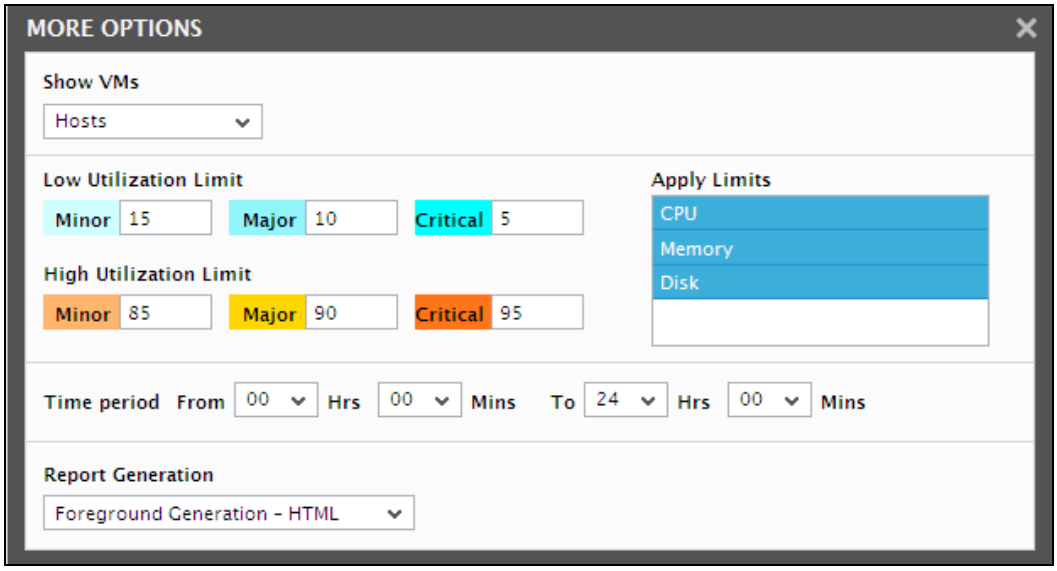


Figure 7.132: The default settings for generating a Physical Servers – Capacity Planning report

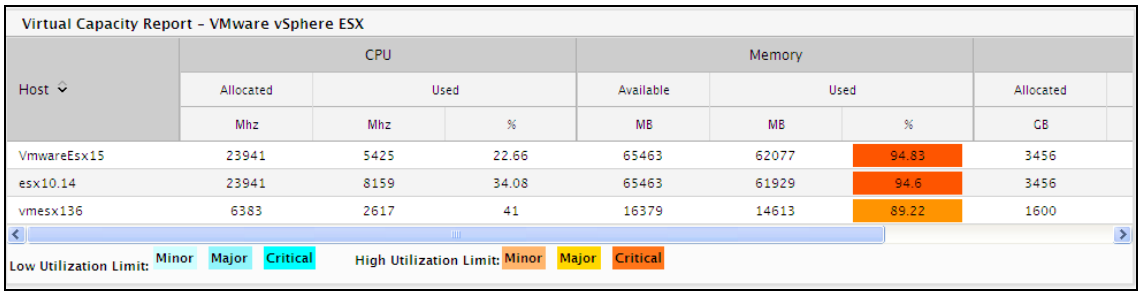
7. Pick an option from the **Show VMs** list box to view the current capacity of the hosts and individual VMs that are hosted in the virtualized environment. By default, the **Hosts** option will appear in this list box indicating that the capacity of the hosts in the virtual environment can be viewed at a single glance. In order to view the current capacity of individual VMs, select the **VMs** option from this list. Choose the **Hosts & VMs** option to clearly understand the current capacity of the hosts and the corresponding VMs at a single glance.

8. eG Enterprise System offers the flexibility of allowing the administrators to view the VMs/Hosts that consume high/low resources from the generated report at a single glance. This can be achieved by providing the lower/higher threshold limits of your choice i.e., providing the Minor/Major/Critical values in the appropriate **colored** text boxes against the **Low Utilization Limit** and **High Utilization Limit** options. Doing so, whenever the VMs/Hosts violate the specified threshold values, the current capacity of that particular VM/Host will be highlighted with the corresponding color of the specified text box in the generated report. This way, you can easily identify the VMs/Hosts that consume high/low resources in your environment. By default, the values specified against the Minor/Major/Critical text boxes of the **Low Utilization Limit** and **High Utilization Limit** options will be **5/10/15** and **85/90/95** respectively.

9. Choose an option from the **Apply Limits** list box so that the values that fall in the range mentioned in the **Low Utilization Limit** and **High Utilization Limit** options will be highlighted in the generated report. By default, all the three options (**CPU/Memory/Disk**) will be selected indicating that the administrators can view the resource intensive/resource hungry VMs/Hosts based on their CPU/Disk/Memory utilization.
10. Next, indicate the report **Timeperiod**.
11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
12. Clicking on the **Run Report** button in Figure 7.131 will reveal the Physical Servers - Capacity report as in Figure 7.133.



Virtual Capacity Report - VMware vSphere ESX

Host	CPU			Memory			
	Allocated	Used		Available	Used		Allocated
	Mhz	Mhz	%	MB	MB	%	GB
VmwareEsx15	23941	5425	22.66	65463	62077	94.83	3456
esx10.14	23941	8159	34.08	65463	61929	94.6	3456
vmesx136	6383	2617	41	16379	14613	89.22	1600

Low Utilization Limit: Minor Major Critical High Utilization Limit: Minor Major Critical

Figure 7.133: The Physical Servers - Capacity Planning report

13. Figure 7.133 shows the **Physical Servers - Capacity Planning** report that is generated when the **Hosts** option is chosen from the **Show VMs** list box. Using this report, you can easily figure out the actual resource usage of the hosts and identify if there is any potential bottleneck on the hosts. The generated report will list the CPU, Memory and disk usage of the host. From the generated report, you can easily identify the following:

    - The allocated CPU and the CPU that is currently utilized by the hosts. The actual value in Megahertz and the percentage of CPU utilized will be indicated in separate columns. (see Figure 7.133).
    - The memory that is currently available in the host and the memory that is currently in use by the virtual host. The actual memory usage in MB and the percentage of memory utilized will be represented in separate columns.
    - The disk space that is currently allocated to each host and the disk space that is currently in use by the host. The actual disk space that is utilized (in GB) and the percentage of disk space utilization will be represented in separate columns.

    By default, the hosts will be sorted in the descending order. If you wish to sort the hosts in the descending order, then click on the **down** arrow adjacent to the **Host** in the generated report. Likewise, you can sort the report based on any column. To do so, just click on the measurement units displayed in each column of the report. The column will now be sorted in ascending order.

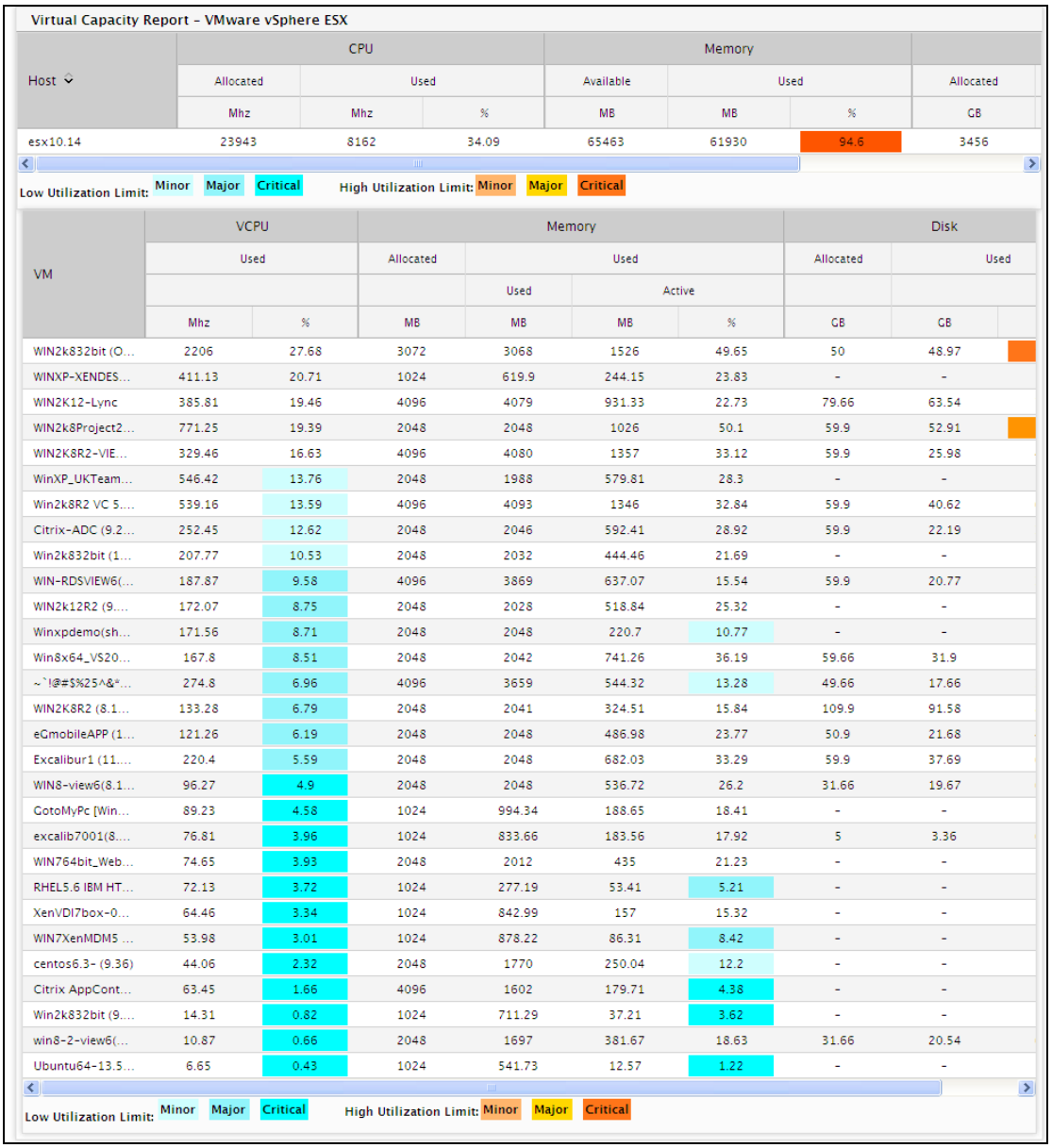
14. If you have selected the **VMs** option from the **Show VMs** list box, then the report (see Figure 7.134) will be generated for all the VMs that are hosted in the target environment. The generated report will list all the VMs along with the host that is hosting the VMs. The generated report will consist of the details as discussed in step 13.

Virtual Capacity Report - VMware vSphere ESX

Host	VM	VCPU		Memory				
		Used		Allocated	Used			Allocated
					Used	Active		
		Mhz	%	MB	MB	MB	%	GB
esx10.14	WIN2k832bit (O...	2206	27.68	3072	3068	1526	49.65	50
VmwareEsx15	Excalibur2 (11....	883.15	22.24	4096	4096	1424	34.75	59.9
esx10.14	WINXP-XENDES...	411.13	20.71	1024	619.9	244.15	23.83	-
esx10.14	WIN2K12-Lync	385.81	19.46	4096	4079	931.33	22.73	79.66
esx10.14	WIN2k8Project2...	771.25	19.39	2048	2048	1026	50.1	59.9
vmesx136	Win2K3-32Bit (...	300.18	19.09	2048	1740	1145	55.92	19.99
vmesx136	WINXPdemo(sa...	295.51	18.72	512	447.13	201.64	39.37	-
VmwareEsx15	DB2v10.5 (11.11)	339.4	17.01	4096	4096	758.35	18.5	89.9
esx10.14	WIN2K8R2-VIE...	329.46	16.63	4096	4080	1357	33.12	59.9
vmesx136	Ilio-4.1.0.25 (9....	255.05	16.38	12288	4762	633.88	5.15	-
vmesx136	eG258 [9.129]	242.69	16.19	2048	1890	340.1	16.6	-
esx10.14	WinXP_UKTeam...	546.42	13.76	2048	1988	579.81	28.3	-
esx10.14	Win2k8R2 VC 5....	539.16	13.59	4096	4093	1346	32.84	59.9
VmwareEsx15	Win2k8r2 - (9.32)	521.54	13.17	4096	4096	1759	42.93	-
VmwareEsx15	Keithdemo (11....	254.69	12.88	1024	1024	231.48	22.6	-
VmwareEsx15	WIN2K8R2 SCO...	500.46	12.66	6144	6144	1525	24.81	69.9
esx10.14	Citrix-ADC (9.2...	252.45	12.62	2048	2046	592.41	28.92	59.9
VmwareEsx15	eGontapindia [...	454.05	11.48	4096	3970	1529	37.33	-
VmwareEsx15	WINXP-DEMO (...	223.26	11.36	2048	1274	282.41	13.78	-
esx10.14	Win2k832bit (1...	207.77	10.53	2048	2032	444.46	21.69	-
VmwareEsx15	WINXP (Demo_o...	408.87	10.37	3072	1993	782.58	25.47	15.01
esx10.14	WIN-RDSVIEW6(...	187.87	9.58	4096	3869	637.07	15.54	59.9
esx10.14	WIN2k12R2 (9....	172.07	8.75	2048	2028	518.84	25.32	-
esx10.14	Winxpdemo(sh...	171.56	8.71	2048	2048	220.7	10.77	-
esx10.14	Win8x64_VS20...	167.8	8.51	2048	2042	741.26	36.19	59.66
VmwareEsx15	mikedemo-PC (...	291.22	7.5	1896	1896	475.92	25.09	-
esx10.14	~`!@#$%25^&*...	274.8	6.96	4096	3659	544.32	13.28	49.66
esx10.14	WIN2K8R2 (8.1...	133.28	6.79	2048	2041	324.51	15.84	109.9
VmwareEsx15	Win2k8R2-Citri...	126.61	6.54	2048	1616	328.59	16.03	-
esx10.14	eGmobileAPP (1...	121.26	6.19	2048	2048	486.98	23.77	50.9
VmwareEsx15	WIN2-RDSVIEW...	112.14	5.86	4096	3727	365.1	8.9	59.9
esx10.14	Excalibur1 (11....	220.4	5.59	2048	2048	682.03	33.29	59.9
esx10.14	WIN8-view6(8.1...	96.27	4.9	2048	2048	536.72	26.2	31.66
VmwareEsx15	Win2008R2-VC...	93.34	4.86	4096	4095	663.37	16.19	-
esx10.14	GotoMyPc [Win...	89.23	4.58	1024	994.34	188.65	18.41	-
VmwareEsx15	informix (11.19)	85.65	4.46	2048	1508	280.48	13.69	59.9

Figure 7.134: The Physical Servers - Capacity Planning report that is generated when the VMs option is selected

15. If the **Hosts & VMs** option is chosen from the **Show Criteria** list box, then the report will be generated as in Figure 7.135. The generated report will be a combination of the report that is generated when the **Hosts** and the **VMs** option are selected individually. In this report, you will be able to view the capacity of each individual host and the VMs that are hosted through that host.



Virtual Capacity Report - VMware vSphere ESX

Host	CPU			Memory			
	Allocated	Used		Available	Used		Allocated
	Mhz	Mhz	%	MB	MB	%	GB
esx10.14	23943	8162	34.09	65463	61930	94.6	3456

Low Utilization Limit: Minor Major Critical High Utilization Limit: Minor Major Critical

VM	VCPU		Memory				Disk	
	Used		Allocated	Used			Allocated	Used
				Used	Active			
	Mhz	%	MB	MB	MB	%	GB	GB
WIN2k832bit (O...	2206	27.68	3072	3068	1526	49.65	50	48.97
WINXP-XENDES...	411.13	20.71	1024	619.9	244.15	23.83	-	-
WIN2K12-Lync	385.81	19.46	4096	4079	931.33	22.73	79.66	63.54
WIN2k8Project2...	771.25	19.39	2048	2048	1026	50.1	59.9	52.91
WIN2K8R2-VIE...	329.46	16.63	4096	4080	1357	33.12	59.9	25.98
WinXP_UKTeam...	546.42	13.76	2048	1988	579.81	28.3	-	-
Win2k8R2 VC 5....	539.16	13.59	4096	4093	1346	32.84	59.9	40.62
Citrix-ADC (9.2...	252.45	12.62	2048	2046	592.41	28.92	59.9	22.19
Win2k832bit (1...	207.77	10.53	2048	2032	444.46	21.69	-	-
WIN-RDSVIEW6(...	187.87	9.58	4096	3869	637.07	15.54	59.9	20.77
WIN2k12R2 (9....	172.07	8.75	2048	2028	518.84	25.32	-	-
Winxpdemo(sh...	171.56	8.71	2048	2048	220.7	10.77	-	-
Win8x64_VS20...	167.8	8.51	2048	2042	741.26	36.19	59.66	31.9
~`!@#$%25^&*...	274.8	6.96	4096	3659	544.32	13.28	49.66	17.66
WIN2K8R2 (8.1...	133.28	6.79	2048	2041	324.51	15.84	109.9	91.58
eGmobileAPP (1...	121.26	6.19	2048	2048	486.98	23.77	50.9	21.68
Excalibur1 (11....	220.4	5.59	2048	2048	682.03	33.29	59.9	37.69
WIN8-view6(8.1...	96.27	4.9	2048	2048	536.72	26.2	31.66	19.67
GotoMyPc [Win...	89.23	4.58	1024	994.34	188.65	18.41	-	-
excalib7001(8....	76.81	3.96	1024	833.66	183.56	17.92	5	3.36
WIN764bit_Web...	74.65	3.93	2048	2012	435	21.23	-	-
RHEL5.6 IBM HT...	72.13	3.72	1024	277.19	53.41	5.21	-	-
XenVDI7box-0...	64.46	3.34	1024	842.99	157	15.32	-	-
WIN7XenMDM5 ...	53.98	3.01	1024	878.22	86.31	8.42	-	-
centos6.3- (9.36)	44.06	2.32	2048	1770	250.04	12.2	-	-
Citrix AppCont...	63.45	1.66	4096	1602	179.71	4.38	-	-
Win2k832bit (9....	14.31	0.82	1024	711.29	37.21	3.62	-	-
win8-2-view6(...	10.87	0.66	2048	1697	381.67	18.63	31.66	20.54
Ubuntu64-13.5...	6.65	0.43	1024	541.73	12.57	1.22	-	-

Low Utilization Limit: Minor Major Critical High Utilization Limit: Minor Major Critical

Figure 7.135: The Physical Servers - Capacity Planning report that is generated when the *Hosts & VMs* option is selected

Virtual Machines Reports

7.3.0.4 Virtual Machines – VM Overview Report

The **Virtual Machines – VM Overview** report provides administrator with a closer look at the status and resource usage patterns of the VMs on a particular server or a server farm. Using this report, administrators can figure out the following:

- How many VMs across the environment are in a powered-off state? Which ones are they?
- What percentage of time has a VM been in a powered-off state?
- Are VMs adequately sized in terms of resources?
- Is any VM utilizing the allocated resources extensively?
- How mildly/badly is the resource usage of a VM impacting the physical resources available with the server?

The details displayed in this report enable administrators to identify resource-intensive VMs and review resource allocations to these VMs and the physical server hosting them. Potential resource bottlenecks can be detected early using this report and alleviated. Critical performance decisions such as whether or not to move a VM to another physical server can also be taken based on the findings of this report. Unused VMs causing an unnecessary resource drain can also be identified, and pulled down if need be.

To generate this report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual Machines -> VMs Overview* in the eG Reporter interface.
2. Figure 7.136 then appears. For a graphical report, select **Graph** as the **Report Type**.

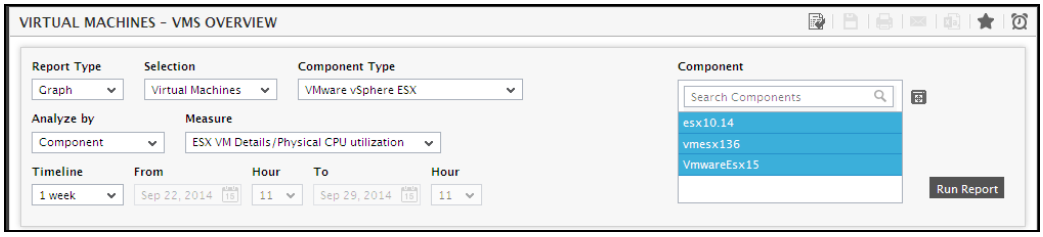


Figure 7.136: Selecting the criteria for a Virtual Machines – VM Overview report

3. To generate a **VMs Overview** report, select **Virtual Machines** from the **Selection** list.
4. The **Component Type** report displays all the managed virtual component-types – e.g., *VMware vSphere ESX*, *Citrix XenServer,* etc. For a report on ESX servers, select *VMware vSphere ESX*.
5. Then, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the performance of the virtual components on a particular service/segment/zone's performance, and accordingly take performance decisions. The options provided by the **Analyze by** list box are discussed

hereunder:

- **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the performance of all the managed ESXi hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Analyze by** list, and then select all the virtual hosts listed in the **Components** list of Figure 7.136.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

6. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
7. Typically, for a **Data** report, users can configure the measures that need to feature in the report and the functions to be applied on them in the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. However, if the **Report Type** chosen is **Graph**, you will be required to select the **Measure** for which the graph is to be generated from Figure 7.136. For instance, to assess how the managed VMs in the environment use the CPU resources available to them, choose *EsxGuestDetails/Physical CPU utilization* measure from the **Measure** list. The **Graph** report that then appears reveals the top CPU consumers in the chosen server farm.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Component**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.137). The steps below discuss each of these settings and how they can be customized.

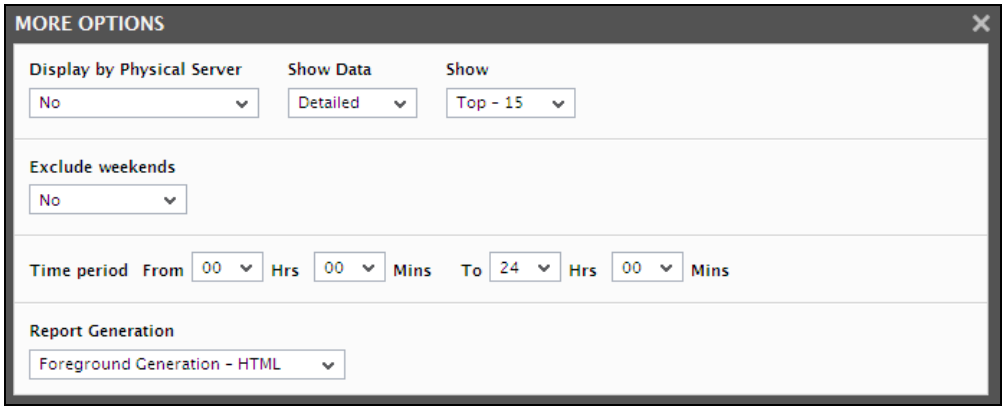


Figure 7.137: The default settings for generating the Virtual machines – VMs Overview report

10. The **Graph** report comprises of a pie chart followed by a bar chart. If you want the VM names in the bar chart to be accompanied by their corresponding physical server names, then set the **Display by Physical Server** flag to **Yes**. By default, the flag is set to **No**.

11. To indicate how many of the top/least resource users the resulting graph should depict, so as not to clutter the display, select an option from the **Show** list.

12. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down

the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.137. By default, the **Detailed** option is selected in Figure 7.137 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
- Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **CANCEL** button.

13. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.
14. Next, indicate the report **Timeperiod**.
15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days

specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button.

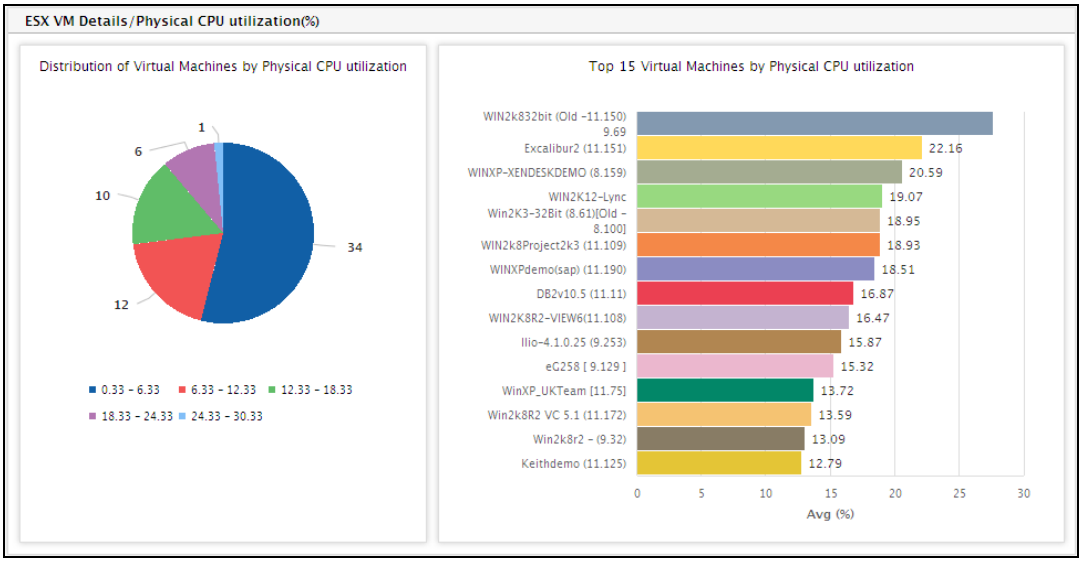


Figure 7.138: A Virtual Machines - VMs Overview graph report

17. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report button** will invoke Figure 7.138, which will reveal the following:

- A distribution pie chart that reveals the number of VMs in different distribution ranges (see Figure 7.138). The distribution ranges are obtained based on the first of the configured functions for the chosen **Measure**. For instance, assume that *PhysicalCPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of *Physical CPU utilization* in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every VM on the chosen virtual component-type. The resulting pie chart enables administrators to deduce, at a glance, the number of components where the chosen performance metric has fared well and/or badly. Clicking on a

particular slice in the pie chart lists the VMs that fall within the value range represented by that slice (see). Against every VM name, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A zone/segment/service/component-type-level **Summary** of the chosen **Measure** will also be available.

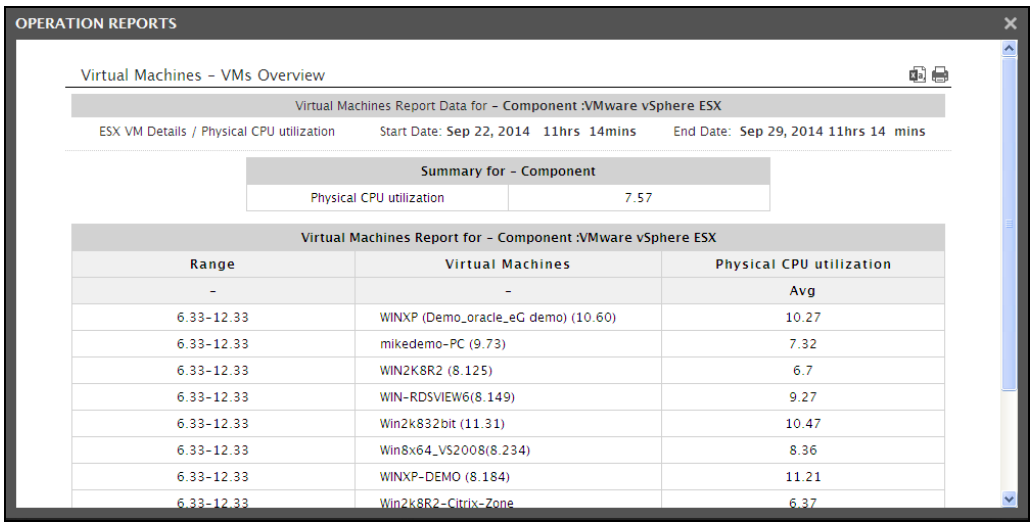


Figure 7.139: A list of components with Physical CPU utilization in a given range

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the **[VIRTUAL_GUEST]** section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[VIRTUAL_GUEST]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the VMs that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified

Timeline. For example, for the *Physical CPU utilization* measure, this bar chart reveals the VMs that are the top CPU-consumers. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. The [VIRTUAL_GUEST] section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_GUEST]
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:

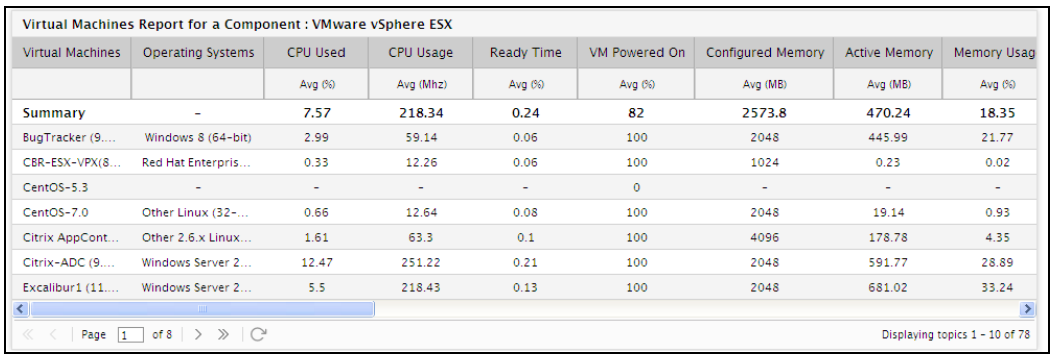
The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[VIRTUAL_GUEST]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear. This configuration governs the options listed in the **Show** list box in Figure 7.136.
- Finally, save the **eg_report.ini** file.

18. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.

19. If the **Report Type** is **Data**, then upon clicking the **Run Report** button Figure 7.140 will be invoked.

20. The **Data** report will display multiple values for a measure depending upon the number and type of functions that have been configured for the measure. By default however, the **VM Powered on** measure will be displayed as the percentage of time for which the corresponding VM had been in a powered-on state on a physical server (see Figure 7.140).



Virtual Machines Report for a Component : VMware vSphere ESX

Virtual Machines	Operating Systems	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active Memory	Memory Usag
		Avg (%)	Avg (Mhz)	Avg (%)	Avg (%)	Avg (MB)	Avg (MB)	Avg (%)
Summary	-	7.57	218.34	0.24	82	2573.8	470.24	18.35
BugTracker (9....	Windows 8 (64-bit)	2.99	59.14	0.06	100	2048	445.99	21.77
CBR-ESX-VPX(8...	Red Hat Enterpris...	0.33	12.26	0.06	100	1024	0.23	0.02
CentOS-5.3	-	-	-	-	0	-	-	-
CentOS-7.0	Other Linux (32-...	0.66	12.64	0.08	100	2048	19.14	0.93
Citrix AppCont...	Other 2.6.x Linux...	1.61	63.3	0.1	100	4096	178.78	4.35
Citrix-ADC (9....	Windows Server 2...	12.47	251.22	0.21	100	2048	591.77	28.89
Excalibur1 (11....	Windows Server 2...	5.5	218.43	0.13	100	2048	681.02	33.24

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Figure 7.140: A Virtual Machine – VMs Overview Data Report

21. The first row of the Data report displays a Summary of the performance of all the VMs configured on the chosen virtual hosts. Below this row, server-wise performance details will appear. These details together provide users with an overview of the health of virtual machines in the server farm. Clicking on a **Virtual Machine** here will lead you to the **Physical Resources Usage** report, using which you can assess how resource-efficient the VM is.

22. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

Note:

As stated earlier, you can configure the information that needs to appear in the **Virtual Machines** report, by editing the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. For example, to generate the report depicted by Figure 7.140, specify the following in the [VIRTUAL_guest] section of the **eg_report.ini** file:

```
[VIRTUAL_GUEST]
```

```
EsxGuestTest:Cpu_used#CPU Used=Avg
EsxGuestTest:Cpu_usage#CPU Usage=Avg
EsxGuestTest:Ready#Ready Time=Avg
EsxGuestTest:Powered_on#VM Powered On=
EsxGuestTest:Configured_memory#Configured Memory=Avg
EsxGuestTest:Active_memory#Active memory=Avg
EsxGuestTest:Memory_usage#Memory Usage=Avg
EsxGuestTest:Total_capacity#Disk Capacity=Avg
EsxGuestTest:Data_writes#Disk Writes=Avg
EsxGuestTest:Data_reads#Disk Reads=Avg
EsxGuestTest:Data_transmitted#Network Traffic Out=Avg
EsxGuestTest:Data_received#Network Traffic In=Avg
```

Typically, measure configurations in the **[VIRTUAL_GUEST]** section of the **eg_report.ini** file should be of the following format:

<InternalTest>:<InternalMeasure>#<Display name of measure>=<Comma-separated list of functions>

Before proceeding with the configuring, determine the internal component type, test, and measure names, using the procedure discussed in Page Section of this manual.

Accordingly, in the first line of the example above:

- EsxGuestTest is the <InternalTest> that reports the measure of interest to us
- CPU_used is the <InternalMeasure> that is to be displayed in the report page
- The display name of the measure is CPU Used, and finally,
- Avg is the function that is to be executed on the value of the CPU_used measure
- The other measures that have been configured are: CPU_usage, Ready, Powered_on, Configured_memory, Active_memory, Memory_usage, Total_capacity, Data_writes,Data_reads, Data_transmitted, Data_received.

This indicates for each chosen physical server, the following values will be displayed in the report:

- The average CPU used by a VM, in Mhz and Percentage
- The average time for which CPU was in a ready state
- The average configured memory
- The average active memory
- The average memory usage

- The average disk capacity
- The average disk reads and writes
- The average of incoming and outgoing network traffic

Note:

- If functions such as Avg, Max, etc., are not explicitly configured in the [VIRTUAL_guest] section in the manner discussed above, then report will, by default, display the average (Avg) values for the configured measures.
- If a display name is not provided for a measure, then the actual measure name will automatically become the display name.

7.3.0.5 Virtual Machines - Resource Analytics Report

The **Virtual Machines - Resource Analytics** report enables administrators to zoom into a particular VM, analyze its performance up, close, and accurately determine the following:

- Has the VM been frequently moved to other hosts?
- Which are the servers to which a VM has been Vmotioned during a given period?
- Why was the VM moved? Is it because the VM is resource-intensive and is hence eroding the physical resources of the host, or is it owing to the fact that the host is not adequately sized to support the VM's operations?
- How well is the VM using the resources allocated to it? Are spikes in usage sporadic/consistent? Have these usage patterns impacted the performance of any of the hosts on which the VM was Vmotioned/XenMotioned to during the designated period? What could be the reason for this anomaly - a resource-hungry application executing on the VM or insufficient resource allocation to the VM by the host?

To facilitate this analysis, the **Virtual Machines - Resource Analytics** category of reports helps generate two types of reports - namely, the **Physical Resources Usage** report, and the **Virtual Resources Usage** report.

Physical Resources Usage Report

Using the **Physical Resources Usage** report, administrators can track the movement of a VM across physical servers, compare the relative resource usage of that VM across these physical servers, and determine why the move happened in the first place - is the VM so resource-hungry that it drains the physical server of its resources, or are one/more hosts starved for resources?

To generate the **Physical Resources Usage** report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual Machines -> VM Details* in the eG Reporter interface.
2. From the **Selection** list in Figure 7.141, pick the **Physical Resources Usage** option.

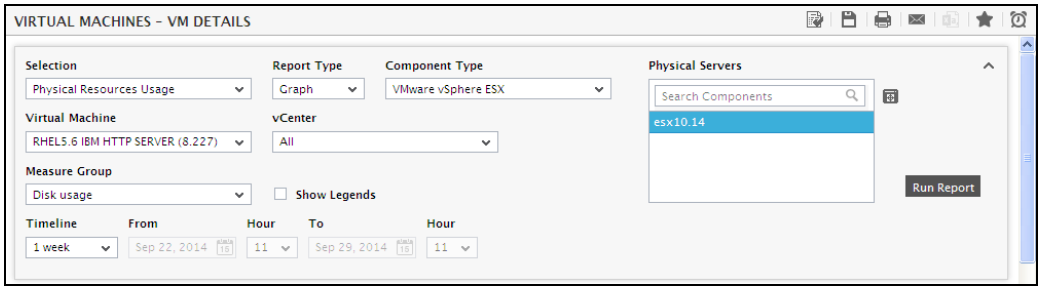


Figure 7.141: Specifying the criteria for generating the *PHYSICAL RESOURCES USAGE* report

3. Next, select **Graph** from the **Report Type** field to generate a graphical report. For a data report, select the **Data** option.
4. Pick the virtual component type for which the report is to be generated from the **Component Type** list.
5. All the guests executing on all managed components of the chosen **Component Type** will then be available in the **Virtual Machine** list. By default, if eG Enterprise discovers over 100 VMs on physical servers of the chosen type, then a **Filter by** field will appear in Figure 7.141 (not shown in Figure 7.141) to enable you to trim down the **Virtual Machine** list and quickly locate the VM that interests you. To filter the VM list, just enter the whole/part of the VM name that you are looking for in the **Filter by** text box and click the **right-arrow button** next to it. Only those VMs with names that embed the specified string will then be listed in the **Virtual Machine** list. Pick a VM from this list to focus on its performance.

   Note:

   As stated earlier, by default, the **Filter by** text box appears if the number of VMs is equal to or over 100. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[MEASURE_GROUP]** section of the file, set the **MoreVMs** to a different value. The default is 100.
   - Save the file.
6. If you want to analyze the performance of the chosen VM only on those ESX servers that are managed by a particular vCenter server, pick this server from the **vCenter** list. Upon selecting a

vCenter, the ESX servers managed by that vCenter server will be available for selection in the **Physical Servers** list.

7. Selecting **All** from the **vCenter** list on the other hand allows you to compare the performance of the VM across all ESX servers, regardless of whether/not they are managed by vCenter. In this case therefore, all eG-managed ESX servers will be available for selection in the **Physical Servers** list.
8. Pick one/more of the physical servers listed in the **Physical Servers** list for report generation. If this list consists of too many physical servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Physical Servers** list. The **PHYSICAL SERVERS** pop up window will then appear using which you can view almost all the physical severs in a single interface and select the ones for which the report is to be generated.
9. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Physical Servers**. However, if you want to view and then alter these settings (if

required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.142). The steps below discuss each of these settings and how they can be customized.

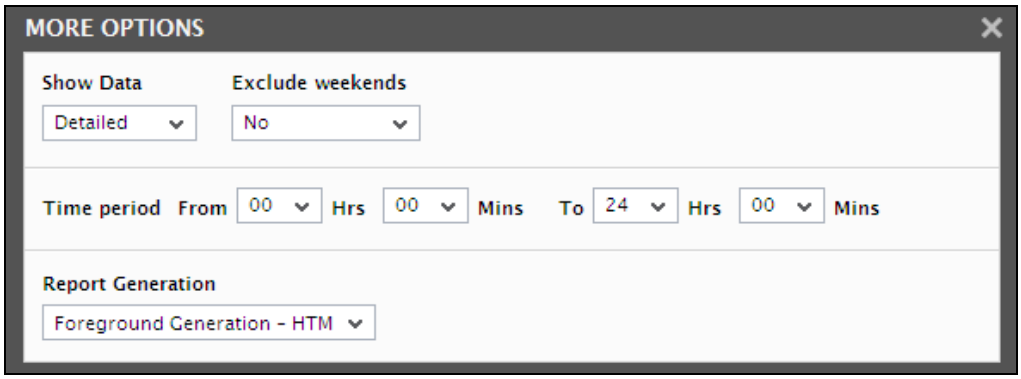


Figure 7.142: The default settings for generating a Physical Resources Usage report

11. eG Enterprise collects a wide range of physical resource usage metrics - i.e., 'outside view' metrics - from a VM. Using the **Physical Resources Usage** report, you can focus on how a chosen VM utilizes a specific resource - say CPU, memory, disk space, etc. For this purpose, by default, eG Enterprise groups the physical resource usage-metrics of a VM into four different 'resource groups', based on the 'resource type'. These groups are, namely: Memory usage, CPU usage, Disk usage, and Network usage. For instance, all key metrics related to memory usage - eg., allocated memory size, Memory max limited, Target memory, etc. - are by default included in the *Memory usage* group. Also, to provide administrators with a clearer view of a VM's resource usage, eG Enterprise, by default, computes the Avg and Max values of every metric in a group, and displays one/all of the computed values in the report. To know how the chosen VM has used a particular resource across the selected **Components**, pick one of the above-mentioned resource groups from the **Measure Group** list. On the other hand, if you want to generate a report that brings out the overall resource usage of a VM across the chosen **Components**, then select **All** from the **Measure Group** list.

Note:

The default resource groups - Memory usage, CPU usage, Disk usage, and Network usage- are hard-coded in the eG Enterprise system. The names of these groups cannot be changed, and no new resource groups can be introduced. However, if need be, additional metrics can be included in the default groups, and additional functions can be applied to any of the grouped metrics. For instance to add the CPU guaranteed to VMmetric to the CPU usagegroup, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[MEASURE_GROUP]** section of the file, insert a line for the new metric, in the following format:

  Cpu_ usage:<InternalTestName>:<InternalMeasureName>=<Comma- separated list of functions>

  For the *CPU guaranteed to VM* measure therefore, your specification should be:

  Cpu_usage:EsxGuestTest:Cpu_guaranteed=Avg,Max

  To know the <InternalTestName>and <InternalMeasureName>, refer to the procedure discussed in Page Section of this document.

- Finally, save the file.

Similarly, new metrics/functions can be added to the Memory_usage, Disk_usage, and Network_ usagegroups.

12. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.142. By default, the **Detailed** option is selected in Figure 7.142 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
    - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

13. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

14. Next, indicate the report **Time period**.

15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the

background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button.
17. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.143. The **Graph** report applies the first of the configured functions (i.e., *Avg* by default) on every metric in the chosen group, and generates time-of-day graphs revealing the variations in the computed values across the chosen **Components** during the specified period. These graphs help determine whether/not the chosen VM has made optimal use of the critical resource on every physical server that it has been moved to during the stated period, and enables you to understand whether excessive usage of the chosen resource by the VM is the reason for its movement.

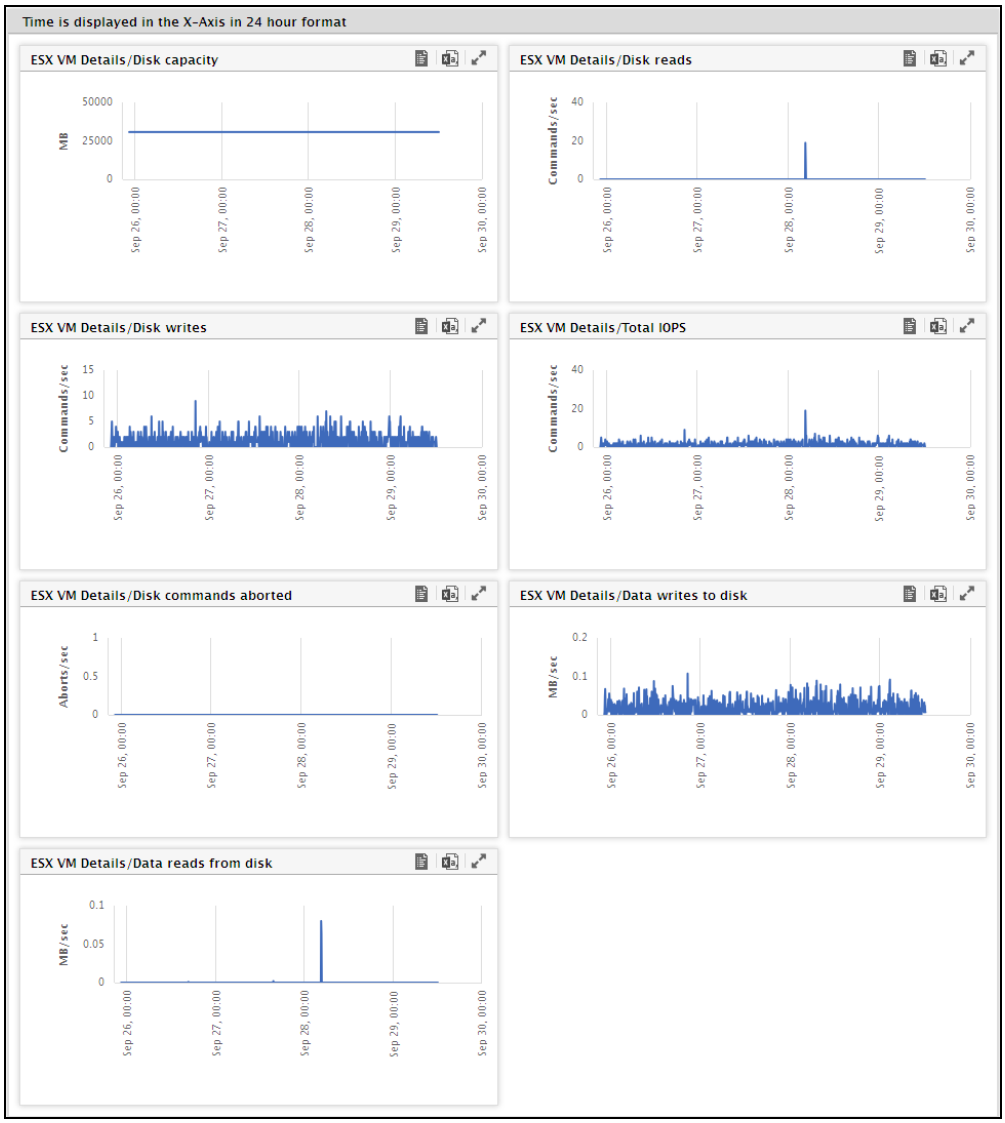


Figure 7.143: A graphical Physical Resources Usage report

18. If the **Report Type** were **Data**, then you would not be required to choose a **Measure Group**. The **Data** report applies all the configured functions (i.e., both *Avg* and *Max* by default) on every metric in every measure group for each **Component** chosen, and displays all the computed values in a tabular format, once the **Run Report** button is clicked (see Figure 7.144). Under the individual measure groups, a component-wide **Summary** of each metric will be available, followed by the details of the resource usage of every component. In addition, the **Data** report also reveals how much time the VM spent on each of the chosen **Components**; this way, any change in the performance of the physical server during that time can be attributed to the presence of the VM. To focus on the performance of all the VMs on a particular virtual component, click on any of the component links in the data report. Figure 7.145 then appears

indicating how every VM executing on that component has performed during the given period.

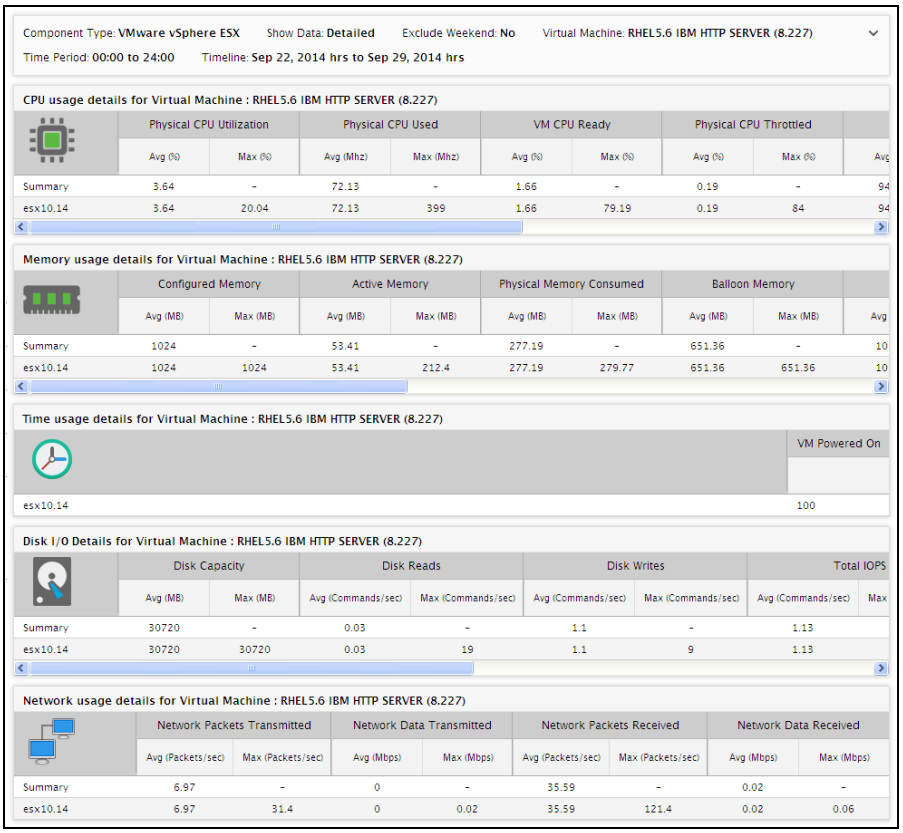


Figure 7.144: A Physical Resources Usage report of type Data

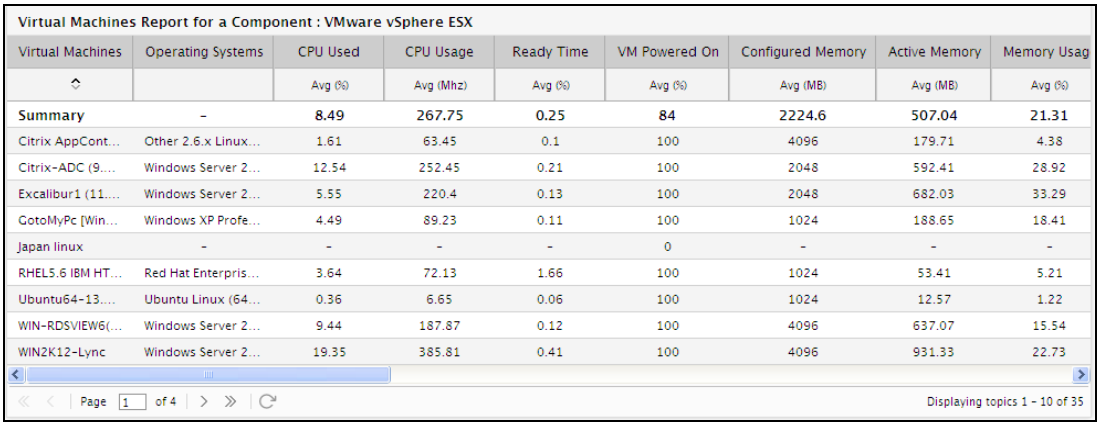


Figure 7.145: A Virtual Machines report revealing the health of each VM discovered on a chosen virtual host

19. The **Data** report explores the overall resource usage of a VM across all the physical servers that it has visited during the given period. Using this report, you can accurately identify which resources have been over-utilized by the VM and on which physical server.

Virtual Resources Usage Report

The **Virtual Resources Usage** report turns an administrator's attention to resource-intensive VMs and improper resource allocations to a VM.

To generate this report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual Machines -> Resource Analytics* in the eG Reporter interface.
2. From the **Selection** list in Figure 7.146, pick the **Virtual Resources Usage** option.

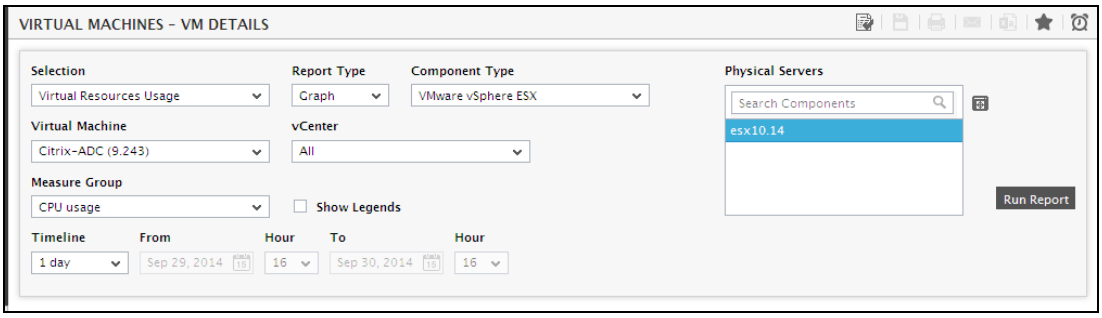


Figure 7.146: Specifying the criteria for generating the Virtual Resources Usage report

3. Next, select **Graph** from the **Report Type** field to generate a graphical report. For a data report, select the **Data** option.
4. Pick the virtual component type for which the report is to be generated from the **Component Type** list.
5. All the guests executing on all managed components of the chosen **Component Type** will then be available in the **Virtual Machine** list. By default, if eG Enterprise discovers over 100 VMs on physical servers of the chosen type, then a **Filter by** field will appear in Figure 7.146 (not shown in Figure 7.146) to enable you to trim down the **Virtual Machine** list and quickly locate the VM that interests you. To filter the VM list, just enter the whole/part of the VM name that you are looking for in the **Filter by** text box and click the **right-arrow button** next to it. Only those VMs with names that embed the specified string will then be listed in the **Virtual Machine** list. Pick a VM from this list to focus on its performance.

   Note:

   As stated earlier, by default, the **Filter by** text box appears if the number of VMs is equal to or over 100. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_MEASURE_GROUP]** section of the file, set the **MoreVMs** to a different value. The default is 100.
- Save the file.

6. If you want to analyze the performance of the chosen VM only on those ESX servers that are managed by a particular vCenter server, pick this server from the **vCenter** list. Upon selecting a vCenter, the ESX servers managed by that vCenter server will be available for selection in the **Physical Servers** list.
7. Selecting **All** from the **vCenter** list on the other hand allows you to compare the performance of the VM across all ESX servers, regardless of whether/not they are managed by vCenter. In this case therefore, all eG-managed ESX servers will be available for selection in the **Physical Servers** list.
8. Pick one/more of the physical servers listed in the **Physical Servers** list for report generation. If this list consists of too many physical servers, then viewing all the servers and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Physical Servers** list. This will expand the **Physical Servers** list so that you can view almost all the components in a single interface and select the ones for which the report is to be generated.
9. eG Enterprise collects a wide range of virtual resource usage metrics - i.e., 'inside view' metrics - from a VM. Using the **Virtual Resources Usage** report, you can focus on how a chosen VM utilizes a specific resource - say CPU, memory, disk space, etc. For this purpose, by default, eG Enterprise groups the virtual resource usage metrics of a VM into six different 'resource groups', based on the 'resource type'. These groups are, namely: *Memory* usage, *CPU usage* , *Disk usage*, *Network usage*, *Tcp Connection*, and *Uptime Status*. For instance, all key metrics related to memory usage – e.g., allocated memory size, Memory max limited, Target memory, etc. - are by default included in the *Memory usage* group. Also, to provide administrators with a clearer view of a VM's resource usage, eG Enterprise, by default, computes the *Avg* and *Max* values of every metric in a group, and displays these values in the report. To know how the chosen VM has used a particular resource across the selected **Components**, pick one of the above-mentioned resource groups from the **Measure Group** list. On the other hand, if you want to generate a report that brings out the overall resource usage of a VM across the chosen **Components**, then select **All** from the **Measure Group** list.

   Note:

The default resource groups *Memory* usage, CPU usage, Disk usage, Network usage, Tcp Connection, and Uptime Status- are hard-coded in the eG Enterprise system. The names of these groups cannot be changed, and no new resource groups can be introduced. However, if need be, additional metrics can be included in the default groups, and additional functions can be applied to any of grouped metrics. For instance to add the Run queue in VMmetric to the CPU usagegroup, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_MEASURE_GROUP]** section of the file, insert a line for the new metric, in the following format:

  Cpu_ usage:<InternalTestName>:<InternalMeasureName>=<Comma- separated list of functions>

  For the Run queue in VMmeasure therefore, your specification should be:

  Cpu_usage:VmgSystemTest:Run_queue_length=Avg,Max

  To know the <InternalTestName>and <InternalMeasureName>, refer to the procedure discussed in Page Section of this document.

- Finally, save the file.

Similarly, new metrics/functions can be added to the Memory_usage, Disk_usage, Network_ usage, Tcp Connection, and Uptime Statusgroups.

10. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to

his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick one/more **Physical Servers**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.147). The steps below discuss each of these settings and how they can be customized.

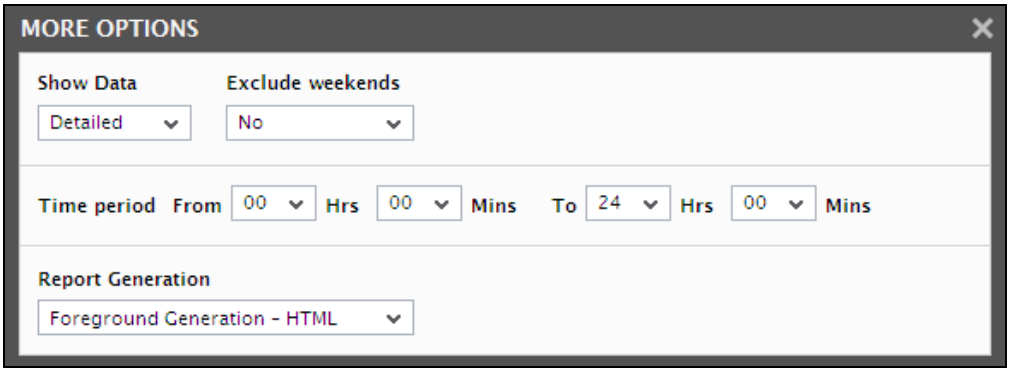


Figure 7.147: The default settings for generating the Virtual Resources Usage report

12. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much

quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.147. By default, the **Detailed** option is selected in Figure 7.147 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets

automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.

- To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

13. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[VIRTUAL_ MEASURE_ GROUP]** section of the file, the **EXCLUDE_ WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

14. Next, indicate the report **Time period**.

15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_ report.ini** file (in the [EG_INSTALL_ DIR]\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking on the **Run Report** button invokes Figure 7.148. The **Graph** report applies the first of the configured functions (i.e., *Avg* by default) on every metric in the chosen group, and generates time-of-day graphs revealing the variations in the computed values across the chosen **Components** during the specified period. These graphs help determine whether applications executing on the VM are consuming the resources allocated to the VM excessively, or whether the VMs are inadequately sized.

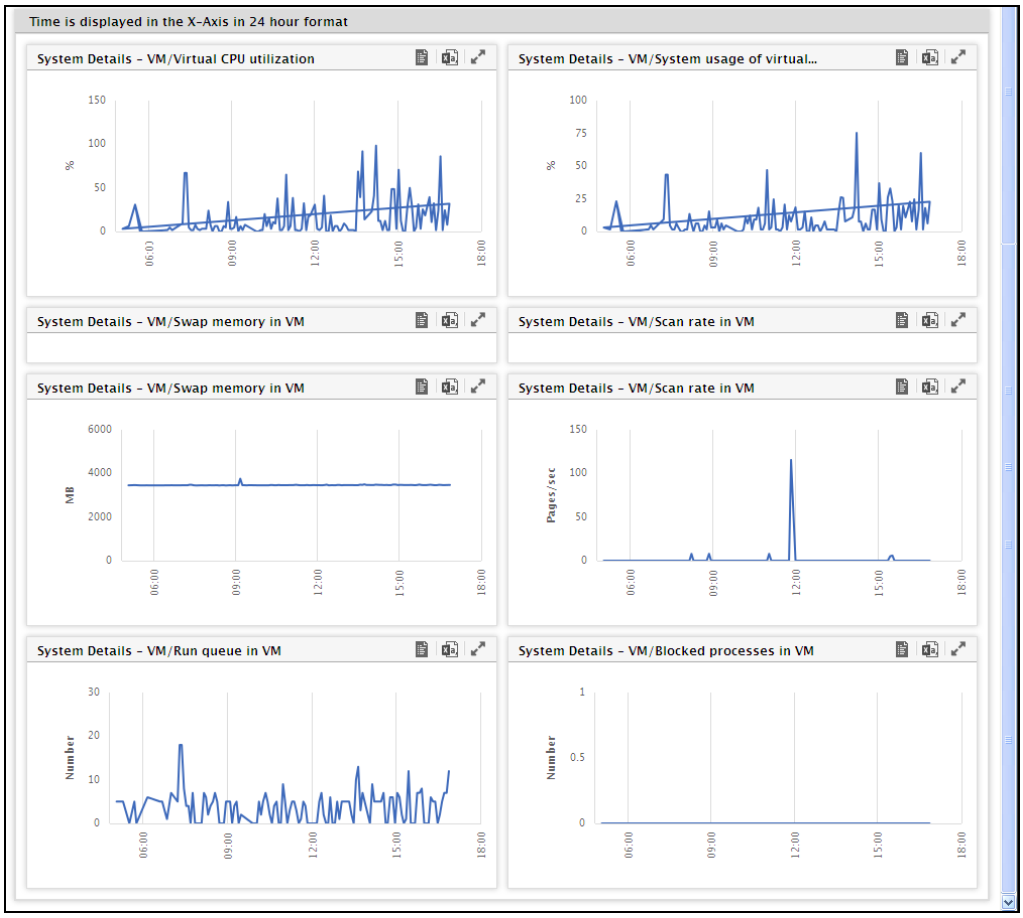
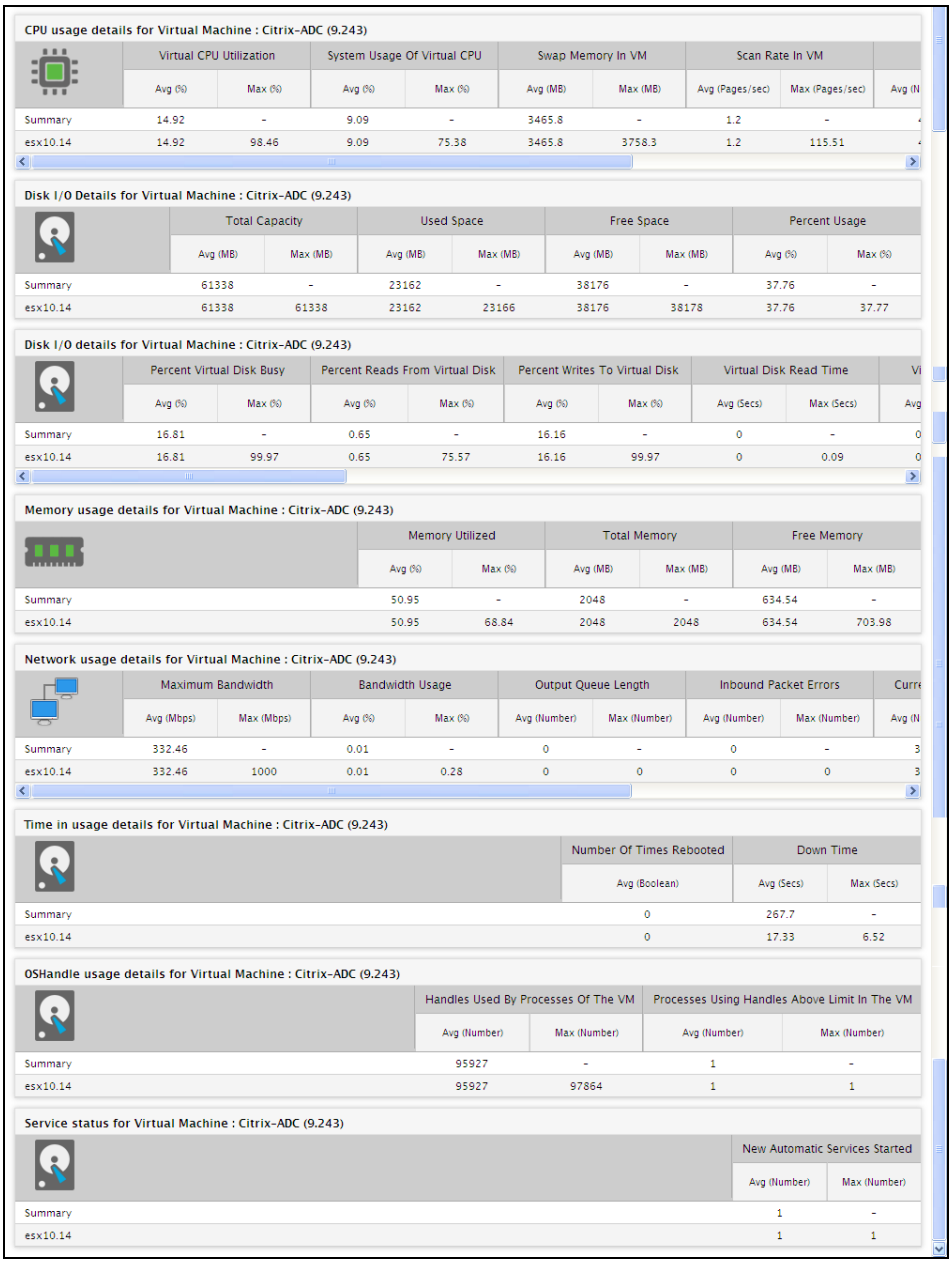


Figure 7.148: A graphical Virtual Resources Usage report

17. If the **Report Type** were **Data**, then you would not be required to choose a **Measure Group**. The **Data** report applies all the configured functions (i.e., both *Avg* and *Max* by default) on every metric in every measure group, and displays all the computed values in a tabular format, once the **Run Report** button is clicked (see Figure 7.149). Under the individual measure groups, a component-wide **Summary** of each metric will be available, followed by the details of the resource usage of every component. To zoom into the overall health of all the VMs executing on a particular **Component** (i.e., physical server) displayed in the data report, click on the component. 7.3.0.5 appears allowing you a sneak peek at the performance of every VM executing on that virtual host.



CPU usage details for Virtual Machine : Citrix-ADC (9.243)

	Virtual CPU Utilization		System Usage Of Virtual CPU		Swap Memory In VM		Scan Rate In VM		
	Avg (%)	Max (%)	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (Pages/sec)	Max (Pages/sec)	Avg (N
Summary	14.92	-	9.09	-	3465.8	-	1.2	-	
esx10.14	14.92	98.46	9.09	75.38	3465.8	3758.3	1.2	115.51	

Disk I/O Details for Virtual Machine : Citrix-ADC (9.243)

	Total Capacity		Used Space		Free Space		Percent Usage	
	Avg (MB)	Max (MB)	Avg (MB)	Max (MB)	Avg (MB)	Max (MB)	Avg (%)	Max (%)
Summary	61338	-	23162	-	38176	-	37.76	-
esx10.14	61338	61338	23162	23166	38176	38178	37.76	37.77

Disk I/O details for Virtual Machine : Citrix-ADC (9.243)

	Percent Virtual Disk Busy		Percent Reads From Virtual Disk		Percent Writes To Virtual Disk		Virtual Disk Read Time		Vi
	Avg (%)	Max (%)	Avg (%)	Max (%)	Avg (%)	Max (%)	Avg (Secs)	Max (Secs)	Avg
Summary	16.81	-	0.65	-	16.16	-	0	-	0
esx10.14	16.81	99.97	0.65	75.57	16.16	99.97	0	0.09	0

Memory usage details for Virtual Machine : Citrix-ADC (9.243)

	Memory Utilized		Total Memory		Free Memory	
	Avg (%)	Max (%)	Avg (MB)	Max (MB)	Avg (MB)	Max (MB)
Summary	50.95	-	2048	-	634.54	-
esx10.14	50.95	68.84	2048	2048	634.54	703.98

Network usage details for Virtual Machine : Citrix-ADC (9.243)

	Maximum Bandwidth		Bandwidth Usage		Output Queue Length		Inbound Packet Errors		Curr
	Avg (Mbps)	Max (Mbps)	Avg (%)	Max (%)	Avg (Number)	Max (Number)	Avg (Number)	Max (Number)	Avg (N
Summary	332.46	-	0.01	-	0	-	0	-	3
esx10.14	332.46	1000	0.01	0.28	0	0	0	0	3

Time in usage details for Virtual Machine : Citrix-ADC (9.243)

	Number Of Times Rebooted	Down Time	
	Avg (Boolean)	Avg (Secs)	Max (Secs)
Summary	0	267.7	-
esx10.14	0	17.33	6.52

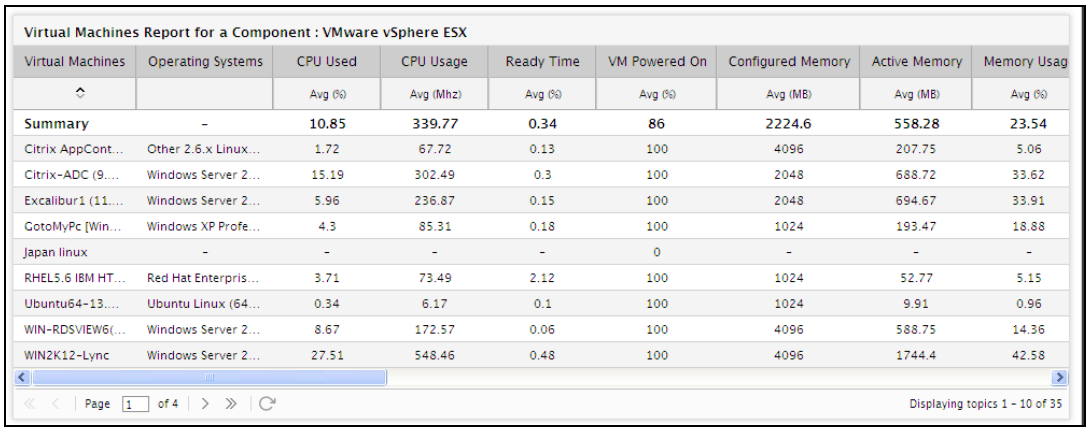
OSHandle usage details for Virtual Machine : Citrix-ADC (9.243)

	Handles Used By Processes Of The VM		Processes Using Handles Above Limit In The VM	
	Avg (Number)	Max (Number)	Avg (Number)	Max (Number)
Summary	95927	-	1	-
esx10.14	95927	97864	1	1

Service status for Virtual Machine : Citrix-ADC (9.243)

	New Automatic Services Started	
	Avg (Number)	Max (Number)
Summary	1	-
esx10.14	1	1

Figure 7.149: A Virtual Resources Usage report of type Data



Virtual Machines Report for a Component : VMware vSphere ESX

Virtual Machines	Operating Systems	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active Memory	Memory Usag
		Avg (%)	Avg (Mhz)	Avg (%)	Avg (%)	Avg (MB)	Avg (MB)	Avg (%)
Summary	-	10.85	339.77	0.34	86	2224.6	558.28	23.54
Citrix AppCont...	Other 2.6.x Linux...	1.72	67.72	0.13	100	4096	207.75	5.06
Citrix-ADC (9....	Windows Server 2...	15.19	302.49	0.3	100	2048	688.72	33.62
Excalibur1 (11....	Windows Server 2...	5.96	236.87	0.15	100	2048	694.67	33.91
GotoMyPc [Win...	Windows XP Profe...	4.3	85.31	0.18	100	1024	193.47	18.88
Japan linux	-	-	-	-	0	-	-	-
RHEL5.6 IBM HT...	Red Hat Enterpris...	3.71	73.49	2.12	100	1024	52.77	5.15
Ubuntu64-13....	Ubuntu Linux (64...	0.34	6.17	0.1	100	1024	9.91	0.96
WIN-RDSVIEW6(...	Windows Server 2...	8.67	172.57	0.06	100	4096	588.75	14.36
WIN2K12-Lync	Windows Server 2...	27.51	548.46	0.48	100	4096	1744.4	42.58

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Figure 7.150: A Virtual Machines report revealing the health of each VM discovered on a chosen virtual host

18. The **Data** report explores the overall resource usage of a VM across all the physical servers that it has visited during the given period. Using this report, you can accurately identify which virtual resources have been over-utilized by the VM and on which physical server.

19. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

7.3.0.6 Virtual Machines - Distribution by Hypervisor Report

In large virtualized farms, it is often difficult for administrators to know the VMs configured on the various virtual hosts and the current status of each VM. The use of VMotion/XenMotion technologies to migrate resource-intensive VMs to hosts that are well-sized, compounds the problem, as tracking the movement of VMs across hosts becomes a herculean task.

The **Virtual Machines - Distribution by Hypervisor** report is ideal for such farms as it provides administrators with the following:

- a quick look at the VMs registered with a few/all virtual hosts in the environment;
- the powered-on status of the VMs;

- which VMs were VMotioned/XenMotioned to or from chosen virtual hosts in the environment during the configured timeline;

To generate the **Virtual Machines - Distribution by Hypervisor** report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual machines -> Distribution by Hypervisor* in the eG Reporter interface.
2. Figure 7.151 then appears. First, indicate the type of report to be generated by selecting either **Graph** or **Data** as the **Report Type**. To generate a graphical report, select the **Graph** option. To select a data-based report, pick **Data** as the **Report Type**.

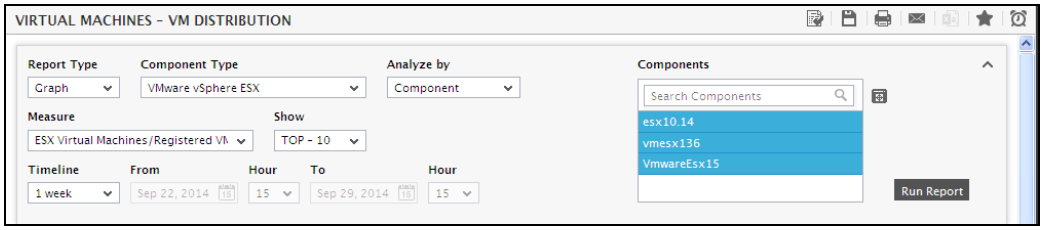


Figure 7.151: Selecting the criteria for the Virtual machines - VM Distribution report

3. Next, from the **Component Type** list, pick the virtualized component type for which the report is to be generated. By default, all managed virtualization platforms will be listed here.
4. Then, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the status of VMs that are configured on one/more independent virtualized components, or those that are configured on virtual hosts that are part of a segment, service, or a zone. The options provided by the **Analyze by** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed virtualized components in the environment. For instance, for a report on the status of VMs on all the managed vSphere/ESX hosts in the environment, select *VMware vSphere ESX* from the the **Component Type** list, select **Component** from the **Analyzeby** list, and then select all the virtual hosts listed in the **Components**list of Figure 7.151.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the status of VMs on one/more virtual components that are included in a zone. Then, choose a **Zone**. Also, indicate whether the virtual hosts present

within the sub-zones of the chosen zone are also to be to be considered for report generation, by selecting an option from the **Include subzones**list.

5. Based on the criterion chosen from the **Analyze by** list, the **Components** list will be populated. Select one/more of the listed components to generate a report. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
6. If the **Report Type** is **Graph**, you will have to select the **Measure** for which the graphical report is to be generated. The **Measure** list is updated with pre-configured measures. By default, all measures indicating the status of VMs will be available in the **Measure** list.
7. The **Graph** report typically provides a pie chart that depicts the VM distribution across the chosen components, and a bar chart that indicates the number of VMs per chosen component. By selecting an option from the **Show** list, you can indicate the maximum number of components to be displayed in the bar chart.

   Note:

   The options available in the **Show** list are configurable. To do so, follow the steps given below:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - Specify a number of your choice against the **NoOfServersforChart** parameter in the **[VIRTUAL_GUEST_STATUS]** section of the file. By default, the value displayed here is 10, indicating that, by default, the **Show** list will contain the *Top-5, Top-10, Last-5,*and *Last-10* options. If the report is to be generated for a total of 5 components only, then you might want to change the value of the **NoOfServersforChart** parameter to 5 instead. In such a case therefore, the **Show** list will contain the *Top-3, Top-5, Last-3,* and *Last-5* options only. This way, based on the number of **Component**s chosen for report generation, you can specify any value against the **NoOfServersforChart** parameter.
   - Finally, save the **eg_report.ini** file.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick an option from the **Show** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.152). The steps below discuss each of these settings and how they can be customized.

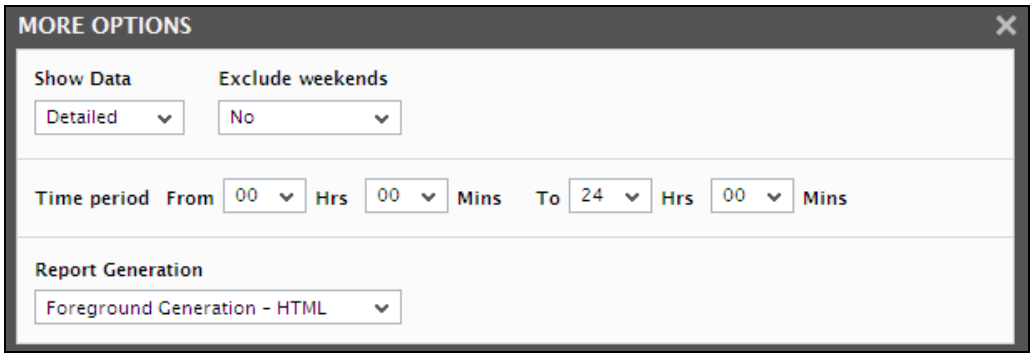


Figure 7.152: The default settings for generating the Virtual Machines – VM Distribution report

10. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of

data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.152. By default, the **Detailed** option is selected in Figure 7.152 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[MISC]** section of the file, you will find a **DetailedTime** parameter.
- Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_services.ini file**.
- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.7) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

11. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[VIRTUAL_GUEST_STATUS]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma- separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

12. Next, indicate the report **Time period**.
13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This

saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.153.

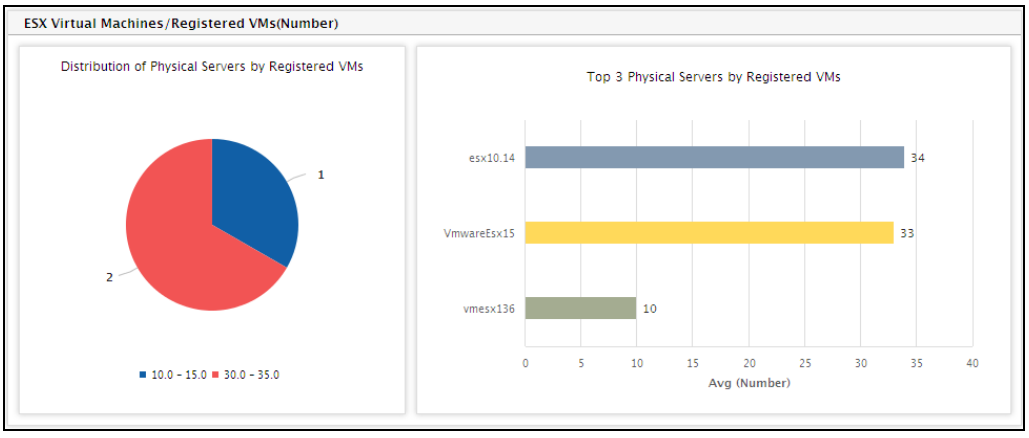


Figure 7.153: A graphical VM Distribution report

15. Figure 7.153 comprises of the following:

- A distribution pie chart that reveals the number of virtual hosts in different distribution ranges (see Figure 7.153). The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Registered VMs* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Registered VMs* - alone is calculated for every virtual host chosen from the **Component** list. The resulting pie chart enables administrators to deduce, at a glance, the number of virtual hosts with powered-on VMs. Clicking on a particular slice in the pie chart lists the virtual hosts that fall within the value range represented by that slice (see Figure 7.154). Against every virtual host, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A zone/component-type-level **Summary** of the chosen **Measure** will also be available.

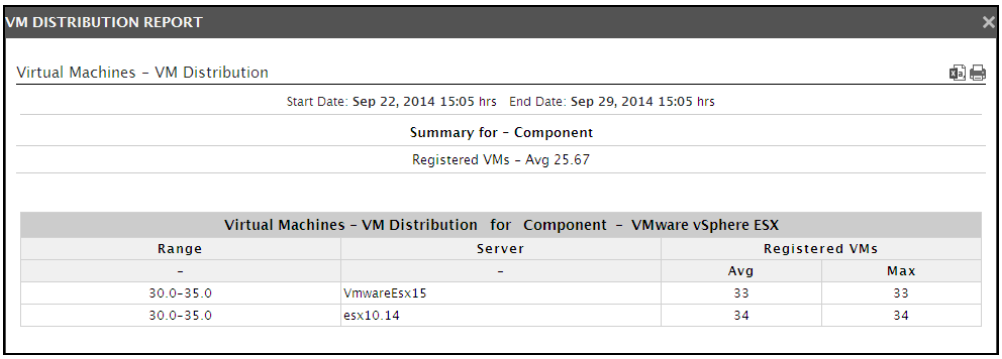


Figure 7.154: Details of the hosts that fall within the distribution range clicked on

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_GUEST_STATUS] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [virtual_guest_status] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the virtual hosts that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Registered VMs* measure, this bar chart reveals the virtual hosts that have a large number of VMs powered on. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**. To zoom into the performance of a particular ESX server, click on its corresponding bar. Figure 7.155 then appears revealing how that ESX server has performed overall, during the specified **Timeline**.

  Note:

  You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. The [VIRTUAL_GUEST_STATUS] section of the file defines the 20 default colors of the distribution and bar charts:

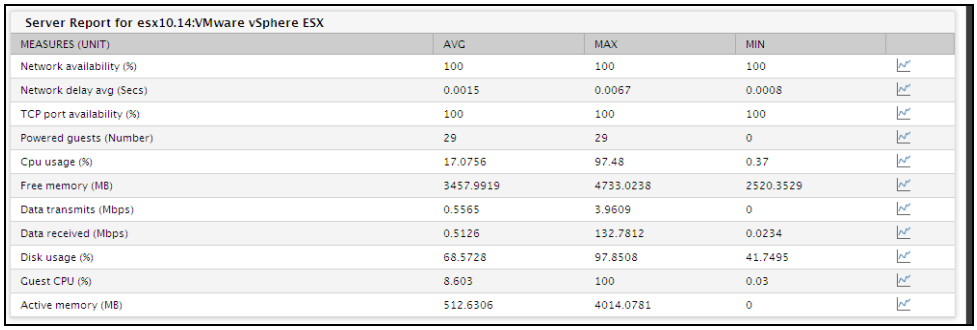
```
[VIRTUAL_GUEST]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

  You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

  Note:

  The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[VIRTUAL_GUEST_STATUS]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear. This is the same parameter that governs the options available in the **Show** list of Figure 7.151.
- Finally, save the **eg_report.ini** file.



Server Report for esx10.14:VMware vSphere ESX

MEASURES (UNIT)	AVG	MAX	MIN	
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0015	0.0067	0.0008	
TCP port availability (%)	100	100	100	
Powered guests (Number)	29	29	0	
Cpu usage (%)	17.0756	97.48	0.37	
Free memory (MB)	3457.9919	4733.0238	2520.3529	
Data transmits (Mbps)	0.5565	3.9609	0	
Data received (Mbps)	0.5126	132.7812	0.0234	
Disk usage (%)	68.5728	97.8508	41.7495	
Guest CPU (%)	8.603	100	0.03	
Active memory (MB)	512.6306	4014.0781	0	

Figure 7.155: A Server Report revealing the overall performance of the ESX server clicked on

16. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report. If you select the **Data** option from **Report Type**, then you will not have to select a particular measure for the data report. Instead, you will have to select the column by which the resultant data report is to be sorted from the **Sort By** list. Also, pick **Foreground Generation - HTML** from the **Report Generation** list.
17. If you then click on the **Run Report** button, a report depicted by 7.3.0.6 will appear.

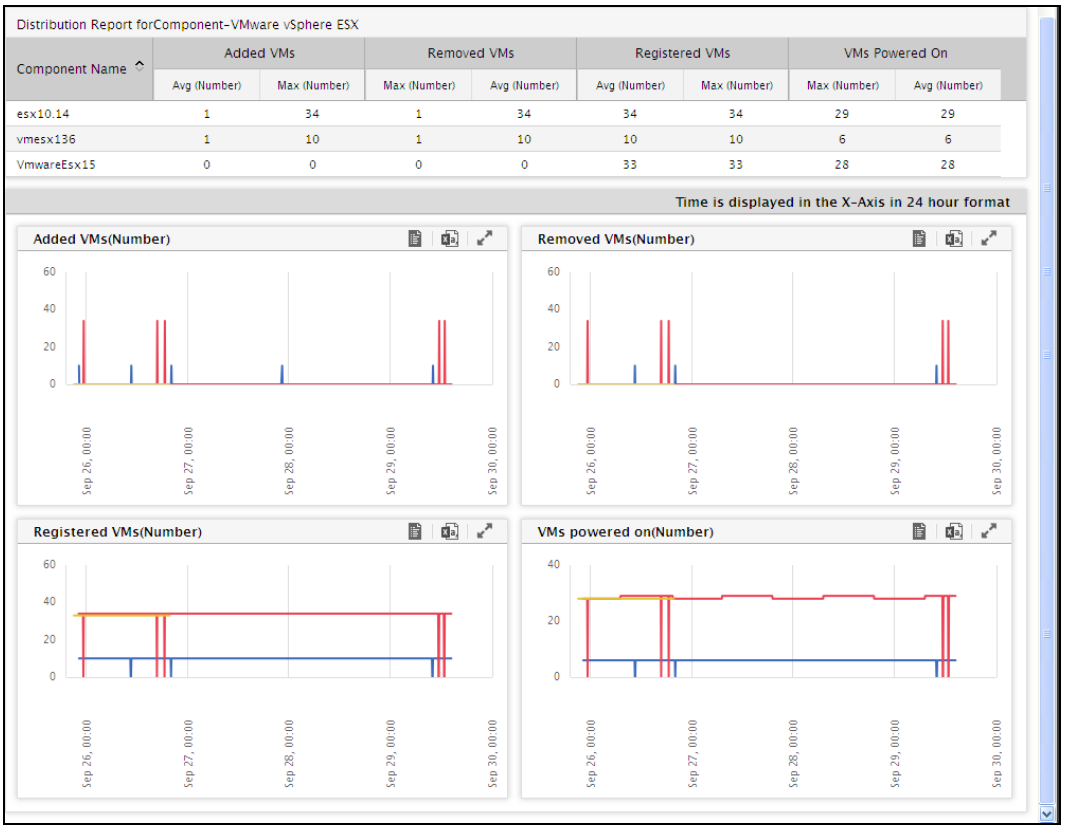


Figure 7.156: The VM Distribution Data report

18. For every component chosen from the **Components** list, the **Data report** displays the values computed by applying each of the configured functions on every measure configured for the report. This provides you with an overview of the status of VMs on every virtual host, over the given timeline. By clicking on the *Max* value of a measure, you can view the detailed diagnosis of that measure revealing the details of VMs that are in the corresponding state - for instance, clicking on the *Max* value of the **Removed Guests** measure in 7.3.0.6 will reveal Figure 7.157 that lists the names of the VMs that were removed during the last measurement period.

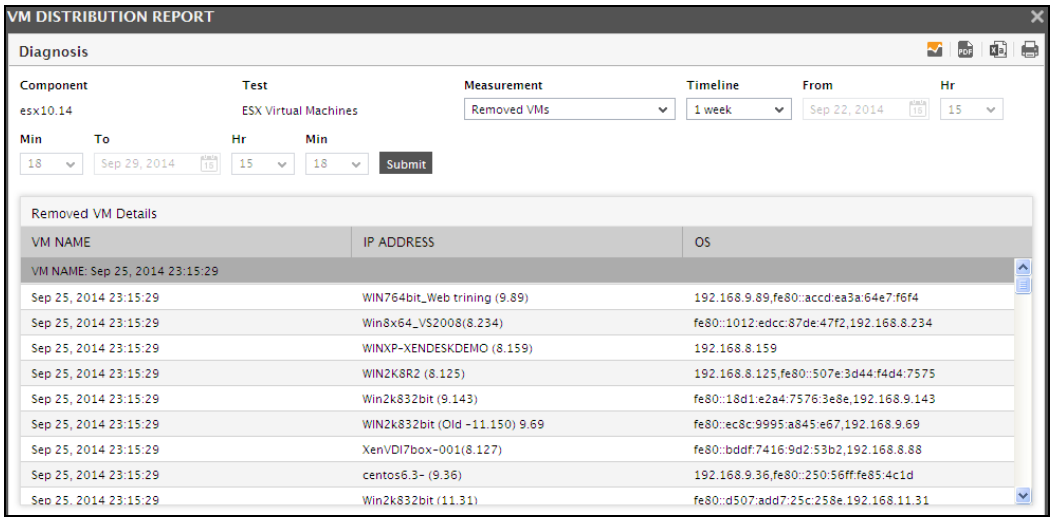


Figure 7.157: The detailed diagnosis of the Removed Guests measure

19. In addition, the report also provides time-of-day graphs for each of the configured measures, using which you can analyze the variations in VM status over time.

    You can configure the measures and functions for which thevm **Distribution** report is to be generated. To achieve this, follow the steps given below:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - By default, the **[VIRTUAL_ GUEST_ STATUS]** section of the file includes entries of the following format for the measures and functions applicable to the vm **Distribution** report:

      <InternalTestName>#<InternalMeasureName>#<DisplayNameofMeasure>=<Comma-separated list of functions to be applied>

      Refer to the procedure discussed in the Page Section of this manual to determine the internal name of a test/measure.

    - You can remove one/more of the measure confgurations that pre-exist by deleting or commenting the corresponding entries in the [virtual_guest_status] section. In addition, you can even configure more measures and functions for the report, by simply appending/inserting a line in the above-mentioned format in the [virtual_guest_status] section.

      For instance, to ensure that the report supports the Added guestsmeasure returned by the LDomsGuestsStatustest, and applies both the average and max functions on the measure, your specification should be:

LdomsStatusTest:Added_guests#Added guests=Avg,Max

- Finally, save the file.

7.3.0.7 Virtual Machines - Right -Sizing Report

In large virtualized environments where the role of each individual VM plays a major role, it is essential to provision the VMs with appropriate sizing. This way, you can maintain the load on the VM. Using this report, you can - identify the VMs that are highly in need of CPU resources and those that are possessing CPU resources that are utilized in sparse; and helps you in resizing the VMs according to the vCPU utilization.

To generate the **Virtual Machines - Right-Sizing** report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual Machines -> Right-Sizing* in the eG Reporter interface.
2. Figure 7.158 will then appear. Pick a criterion for analysis from the **Analyze by** list. Using this report, you can analyze the size of the VMs available in the servers that are part of a segment, service, or a zone. The options provided by the **Analyze by** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components for which this report is to be generated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option if the components chosen are part of a zone. Then, choose a **Zone**. Also, indicate whether the components within the sub-zones of the chosen zone are also to be considered for report generation, by selecting an option from the **Include Subzone** list.

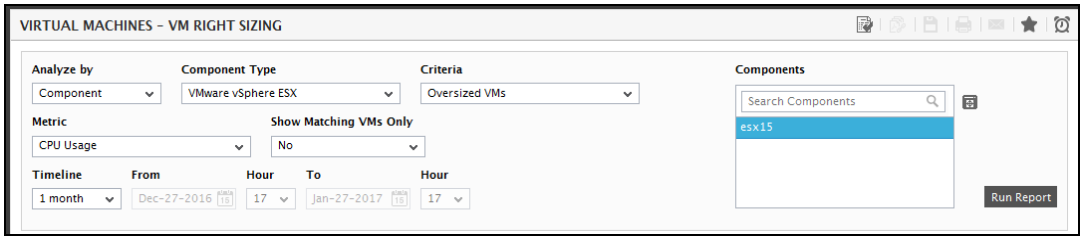


Figure 7.158: Selecting the criteria for the Virtual Machines - Right -Sizing report

3. Select the **Component Type** for which you wish to analyze the sizing of the VMs.
4. The **Components** list will then be populated with the servers that match the **Analyze By** criteria specified earlier. From this list, select the components for which the report is to be generated. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
5. Pick an option from the **Criteria** list box using which you could generate a report based on the size (oversize/undersize) of the VMs. By default, the **Oversized VMs** option is selected from this list. If the **Undersized VMs** option is chosen from this list, then the report will be generated for all the VMs that are undersized.
6. Select a **Metric** based on which you wish to generate this report. By default, this report is generated based on the *CPU Usage* measure i.e., you are allowed to generate the report based on the utilization of vCPUs. Similarly, you can generate this report to figure out the VMs that should be right sized based on memory utilization and GPU utilization.
7. If you wish to view only the oversized/undersized VMs for the chosen server in the target environment, set the **Show Matching VMs Only** flag to **Yes**. By default, this flag is set to **No**.
8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick a **Component**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.159). The steps below discuss each of these settings and how they can be customized.

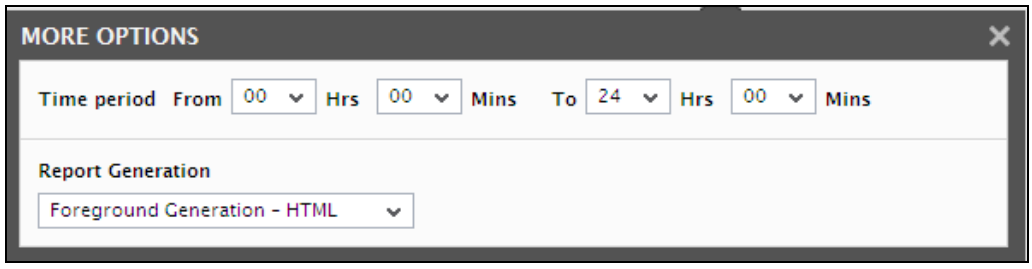


Figure 7.159: The default settings for generating the Virtual Machines – Right Sizing report

9. Next, indicate the report **Timeperiod**.
10. Then, specify the **Timeline** for which the report is to be generated. You can either provide a fixed

time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. eG Enterprise allows users to generate desired reports for a specific time period. In large environments, while generating reports for long time periods, say a few weeks to months, report generation was found to slow down, owing to the large volume of data being processed. If users needed to generate many such reports quickly, the slowdown compelled them to generate these reports one after another, thus affecting the speed of their operations, and consequently, their productivity. eG Enterprise now includes a background processing feature that will enable users to process multiple reports, spanning long time periods in the background, while allowing them the bandwidth to generate short-term reports in the foreground. This way, users can generate multiple reports with little-to-no loss of time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button.

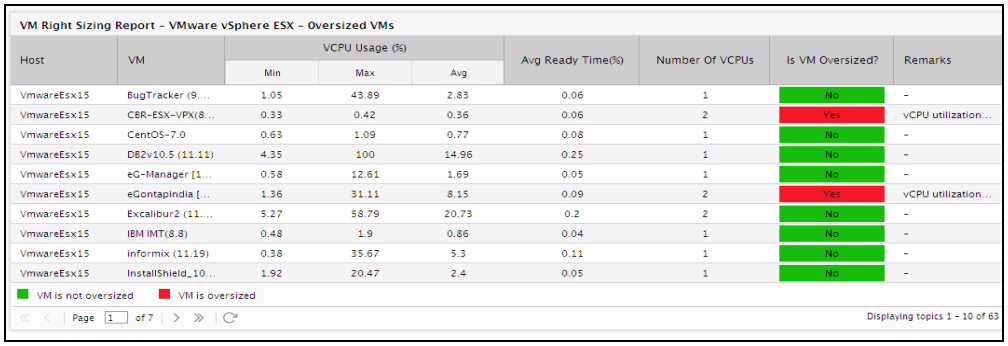


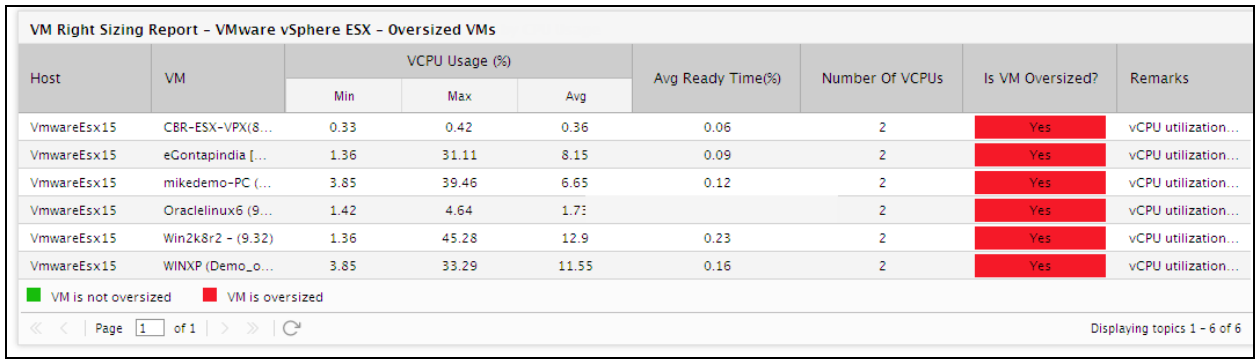
Figure 7.160: The Virtual Machines - Right Sizing Report

13. The Virtual Machines - Right Sizing report (see Figure 7.160) then appears. For each VM hosted for the chosen component, this report lists the percentage of vCPU that is utilized, the number of vCPUs and an indication of whether the VM is oversized/undersized. If a particular VM is oversized, then the value **Yes** encoded with **Red** color is specified in the **Is VM Oversized?** column against that VM. The value **No** encoded with **Green** color in this column specifies that the VM is adequately sized. Likewise, if the VM is oversized, then a message will appear in the **Remarks** column suggesting you to reduce the **exact** number of vCPUs so that the VM can be optimally sized. The same procedure is followed to indicate the VMs that are undersized. In this case, the **Is VM Undersized**? column is used to indicate the VMs that are undersized. Based on the **Number of vCPUs** and the **vCPU Usage** (see Figure 7.160) of the individual VM, you can conclude whether the VM is adequately sized or is currently oversized/undersized. Let us take the example of the VM **CBR-ESX-VPX** from Figure 7.160 which is currently indicated as oversized in this report. The Maximum vCPU Usage of this VM is just 0.42% and the number of vCPUs allocated to this VM is 2. This indicates that the VM is utilized sparsely and the vCPU resources allocated for this VM is more than enough and is not completely utilized. Therefore we

can consider reducing the number of vCPUs for this VM so that the VM can be optimally sized and the vCPU resource be effectively utilized by the VMs that require the most. The eG Enterprise system, using its internal calculation, intelligently arrives on the exact number of vCPUs that need to be reduced for optimally sizing the VM. This exact number will be displayed in the **Remarks** column.

By default, the **Host** column of this report will be sorted in ascending order which is indicated by an Up arrow. You can sort this report based on any column by just clicking on the column name – say for example, if you wish to sort the report based on the Number of vCPUs column, then simply clicking on the column will sort the report in descending order. Likewise you can sort the report based on any column.

14. If the **Criteria** chosen is **Oversized VMs**, **Metric** is chosen as *CPU Usage* and the **Show Matching VMs Only** flag is set to **Yes**, then this report will list only the VMs that are currently oversized (see Figure 7.161).



VM Right Sizing Report - VMware vSphere ESX - Oversized VMs

Host	VM	VCPU Usage (%)			Avg Ready Time(%)	Number Of VCPUs	Is VM Oversized?	Remarks
		Min	Max	Avg				
VmwareEsx15	CBR-ESX-VPX(8...	0.33	0.42	0.36	0.06	2	Yes	vCPU utilization...
VmwareEsx15	eGontapindia [...	1.36	31.11	8.15	0.09	2	Yes	vCPU utilization...
VmwareEsx15	mikedemo-PC (...	3.85	39.46	6.65	0.12	2	Yes	vCPU utilization...
VmwareEsx15	Oraclelinux6 (9...	1.42	4.64	1.73		2	Yes	vCPU utilization...
VmwareEsx15	Win2k8r2 - (9.32)	1.36	45.28	12.9	0.23	2	Yes	vCPU utilization...
VmwareEsx15	WINXP (Demo_o...	3.85	33.29	11.55	0.16	2	Yes	vCPU utilization...

VM is not oversized VM is oversized

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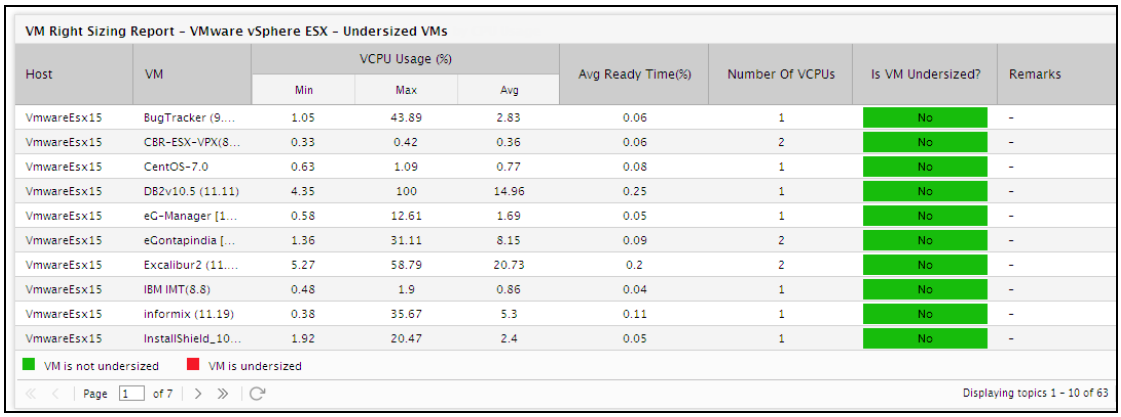
Figure 7.161: The Virtual Machines Right Sizing Report showing the VMs that are currently oversized

15. For generating a report on the VMs that are undersized, pick the **Undersized VMs** option from the **Criteria** drop down list. Figure 7.162 shows a generated report for the VMs that are under utilized in terms of vCPU usage.



VM Right Sizing Report - VMware vSphere ESX - Undersized VMs

Host	VM	VCPU Usage (%)			Avg Ready Time(%)	Number Of VCPUs	Is VM Undersized?	Remarks
		Min	Max	Avg				
VmwareEsx15	BugTracker (9....	1.05	43.89	2.83	0.06	1	No	-
VmwareEsx15	CBR-ESX-VPX(8...	0.33	0.42	0.36	0.06	2	No	-
VmwareEsx15	CentOS-7.0	0.63	1.09	0.77	0.08	1	No	-
VmwareEsx15	DB2v10.5 (11.11)	4.35	100	14.96	0.25	1	No	-
VmwareEsx15	eG-Manager [1...	0.58	12.61	1.69	0.05	1	No	-
VmwareEsx15	eGontapindia [...	1.36	31.11	8.15	0.09	2	No	-
VmwareEsx15	Excalibur2 (11....	5.27	58.79	20.73	0.2	2	No	-
VmwareEsx15	IBM IMT(8.8)	0.48	1.9	0.86	0.04	1	No	-
VmwareEsx15	informix (11.19)	0.38	35.67	5.3	0.11	1	No	-
VmwareEsx15	InstallShield_10...	1.92	20.47	2.4	0.05	1	No	-

VM is not undersized VM is undersized

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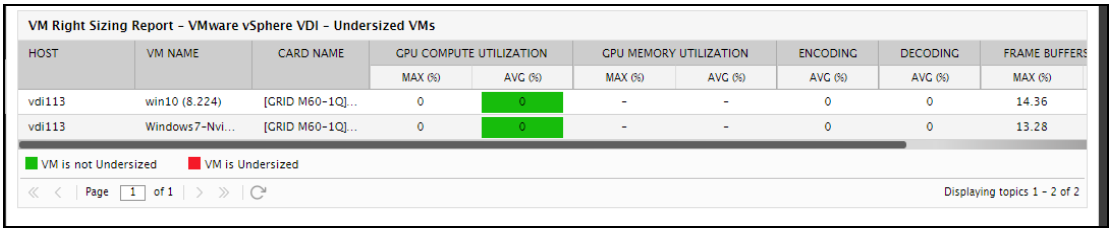
Figure 7.162: The Virtual Machines - Right Sizing Report showing the VMs that are currently undersized

16. If the Average vCPU utilization of a VM is considerably high and a fewer number of vCPUs are allocated for that VM, then we can conclude that the VM is currently undersized. The **Remarks** column of that VM will suggest you to increase the number of vCPUs allocated to the VM.

17. Similarly, this report can be generated to figure out the VMs that are undersized/oversized based on the memory utilization and GPU utilization. For example, Figure 7.163 shows a generated report for the virtual desktops hosted on a VMware vSphere VDI based on the GPU resources utilized by the virtual desktops.



VM Right Sizing Report - VMware vSphere VDI - Undersized VMs

HOST	VM NAME	CARD NAME	GPU COMPUTE UTILIZATION		GPU MEMORY UTILIZATION		ENCODING	DECODING	FRAME BUFFERS
			MAX (%)	AVG (%)	MAX (%)	AVG (%)	AVG (%)	AVG (%)	MAX (%)
vdi113	win10 (8.224)	[GRID M60-1Q]...	0	0	-	-	0	0	14.36
vdi113	Windows7-Nvi...	[GRID M60-1Q]...	0	0	-	-	0	0	13.28

VM is not Undersized VM is Undersized

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Figure 7.163: The Right Sizing report showing the VMs that are undersized based on the GPU resource utilization

7.3.0.8 Virtual Machines - VM Sprawl Report

Large virtualized environments are typically characterized by a multitude of virtual hosts, each hosting tens of virtual machines. Administrators need to periodically review the usage of these VMs in order to identify those VMs that have been utilized optimally and those that have been under-utilized. Since each VM, regardless of its powered-on state and user activity, consumes disk space and memory, the knowledge of unused/under-used VMs will enable administrators to decide whether/not to pull down such VMs in an effort to conserve valuable physical resources. The resources thus released may be used to support critical operations performed by other VMs or to

avert slowdowns/performance degradations experienced by mission-critical applications executing on these VMs.

To provide administrators with insights into the state and usage of VMs across their virtualized environment, and to enable them to instantly identify unused VMs, eG Enterprise offers the **VM Sprawl** report. Using this report, administrators can figure out the following:

- How many VMs across the environment are in a powered-off state? Which ones are they?
- What percentage of time has a VM been in a powered-off state?
- Are there any powered-on VMs to which users have not logged in for a long time? If so, which ones are they?
- How much memory and disk space has each unused VM been configured with? Can the removal of these unused VMs improve the performance of other VMs and applications executing on them?

To generate this report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual Machines -> VM Sprawl* in the eG Reporter interface. Figure 7.164 then appears.

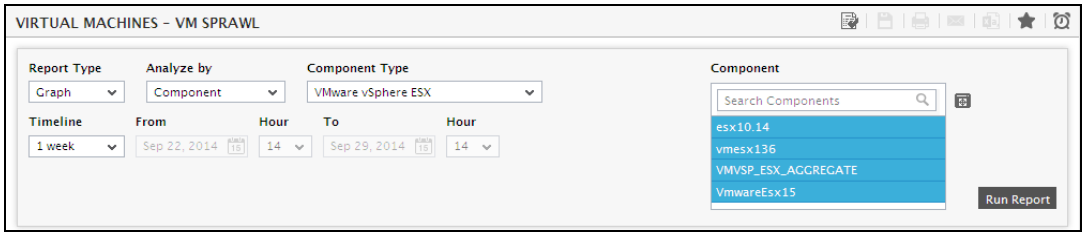


Figure 7.164: Providing the specifications for the Virtual Machines - VM Sprawl report

2. As shown in Figure 7.164, for a graphical report, select **Graph** as the **Report Type**. For a tabular report, select **Data**.
3. Then, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more independent virtualized components, or those that are part of a **Zone**. The options provided by the **Analyze by** list box are discussed hereunder:
   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the performance of all the managed ESX hosts in the environment, select *VMware vSphere ESX* from the **Component**

Type list, select **Component** from the **Analyze by** list, and then select all the virtual hosts listed in the **Component** list.

- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**. When a zone is picked, the **Include Subzone** flag is set to "Yes" by default, indicating that the virtual components within the Subzones of the chosen zone will also be considered for report generation. To exclude Subzones from the scope of your report, set this flag to "No". The **Component Types** list will then be populated with the virtual component types that are part of the chosen zone (and Subzone, if **Include Subzone** is set to "**Yes**"). Selecting a type from this list will populate the **Components** list with all components of that type, which are present in the selected zone. Select the required components from this list.

  Note:

  By default, the **Component Types** that are supported by this report are specified in the **eg_report.ini** file available in the [EG_INSTALL_DIR]\manager\config directory. To extend support to a new virtual component type, edit the **eg_report.ini** file, and append the internal name of the new component-type to the comma-separated list of types that pre-exists against the **Components** parameter in the **[VM_SPRAWL]** section of the file. For example, if an IBM pSeries **Component Type** has to be included in the **eg_report.ini** file, then include pSeries_server (internal name of the IBM pseries) to the comma-separated list of **Components** as indicated below:

  Components=Oracle_ vm_ server,VMWare_ VDI_ Box,Xen_ VDI_ Box,HyperV_ VDI_ Box,Redhat_ linux_ hpv,Redhat_ linux_ vdi,Oracle_ vdi_ VirtualBox,Vmware_ esx_ server,VmEsx_ i_ server,Xen_ virtual_ server,Hyperv_ server,Vmware_ vdi_ server,VmVdi_ i_ server,Xen_ desktop_ server,HyperV_ VDI_ server,pSeries_ server,KVM_ server,KVM_ vdi_ server

4. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components from the **Components** list. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.166). The steps below discuss each of these settings and how they can be customized.

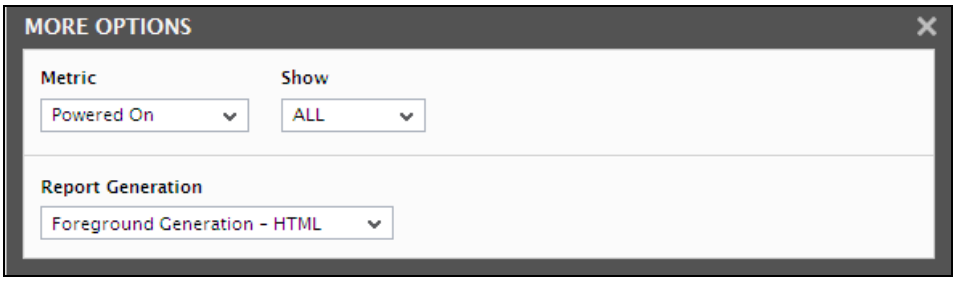


Figure 7.165: The default settings for generating the VM Sprawl report

7. Select one of the following options from the **Metric** drop down list.

   - For ESX hosts in the environment, the default selection from the **Metric** drop-down is **Powered On**.
   - For VDI environments, the **Metric** drop-down will provide an additional **Powered On With User** option.

8. Then, select a convenient show option from the **Show** drop list.

   Note:

   The **Show** drop down list appears only when a graphical report is to be generated. The selection from this list governs the maximum number of VMs to be displayed in the bar graph. The default options of the **Show** list are: Top-25, Top-50, All, Last-25, Last-50. This default setting is governed by the **ShowTop** parameter in the **[VM_SPRAWL]** section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory). By default, this **ShowTop** parameter is set to 50. To view bar graphs for a more or less number of VMs, you may want to change this value. For example, if you set **ShowTop** to 100, then, the **Show** drop-down list in the report page will provide administrators with the following options: Top-100, Top-50, All, Last-100, and Last-50.

9. eG Enterprise allows users to generate desired reports for a specific time period. In large environments, while generating reports for long time periods, say a few weeks to months, report generation was found to slow down, owing to the large volume of data being processed. If users needed to generate many such reports quickly, the slowdown compelled them to generate these reports one after another, thus affecting the speed of their operations, and consequently, their productivity. eG Enterprise now includes a background processing feature that will enable users to process multiple reports, spanning long time periods in the background, while allowing them the bandwidth to generate short-term reports in the foreground. This way, users can generate multiple reports with little-to-no loss of time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation** list will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because; the **MinDurationForReport** setting governs, when reports are to be processed in the

background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.

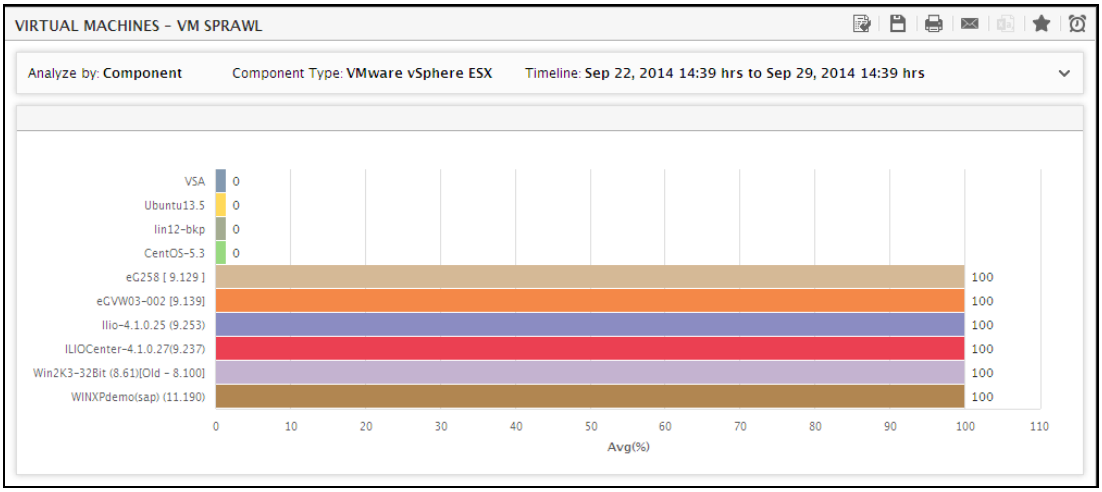


Figure 7.166: Graph showing the Powered On state of the VMs

11. For ESX virtual hosts environment, if the **Report Type** is **Graph**, you will view a report comprising a bar chart that reveals the VMs that have been configured on all the chosen virtual hosts, and the percentage of time (during the chosen **Timeline**) for which each VM has been in a powered-on state. Using this graph, you can instantly identify VMs that have remained in a powered-off state for a considerably long time; this way, VMs that have been unnecessarily eroding the allocated resources can be identified. Figure 7.166 shows the bar graph of this report.

12. For VDI environments, if the **Display** option chosen is **Powered On With User**, then, the resulting bar chart will reveal the percentage of time each VM in the environment has been in the powered on state with a user logged in. Using this graph, you can not only identify VMs that have been powered-off for a long time, but also powered-on VMs that have remained idle for a long time.

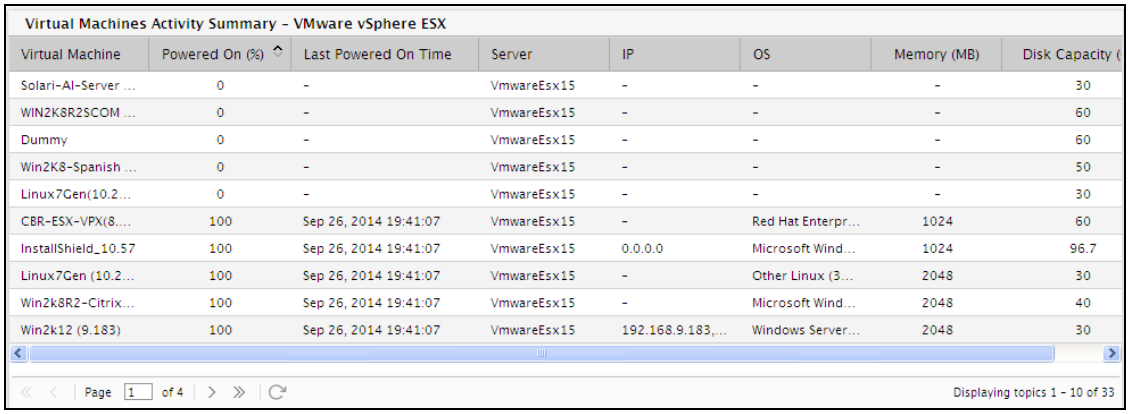
Note:

You can configure the bar colors of the bar chart in the report, by editing the **eg_report.ini** file in the **{EG_INSTALL_DIR}\manager\config** directory. The **FusionColorForPowerOnPercent** parameter in the **[VM_SPRAWL]** section of the file defines the default colors of the bars in your graph. You can change any of the color codes to change the color of a bar.

13. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.

14. If the **Report Type** is **Data**, select a column name by which the report data is to be sorted from the **Sort by** list. Then, like in the case of a **Graph** report, specify a **Timeline** for which the report is to be generated and finally, click on the **Run Report button**.

15. For each VM configured on the chosen virtual components, the data report will display the percentage of time for which that VM was in a powered-on state during the stated timeline (Refer Figure 7.167). In addition, the **Last Powered On** time of a VM is also revealed - this is nothing but the last time the eG agent checked the status of the VM and found that it was powered-on. Using this information, you can determine whether the VM was powered-on or off during the last measurement period. Also the measures such as Memory and Disk Capacity can also be viewed per VM, thus enabling you to assess how removal of unused VMs will impact the resource availability on the host.



Virtual Machines Activity Summary - VMware vSphere ESX

Virtual Machine	Powered On (%)	Last Powered On Time	Server	IP	OS	Memory (MB)	Disk Capacity (
Solari-AI-Server ...	0	-	VmwareEsx15	-	-	-	30
WIN2K8R2SCOM ...	0	-	VmwareEsx15	-	-	-	60
Dummy	0	-	VmwareEsx15	-	-	-	60
Win2K8-Spanish ...	0	-	VmwareEsx15	-	-	-	50
Linux7Gen(10.2...	0	-	VmwareEsx15	-	-	-	30
CBR-ESX-VPX(8....	100	Sep 26, 2014 19:41:07	VmwareEsx15	-	Red Hat Enterpr...	1024	60
InstallShield_10.57	100	Sep 26, 2014 19:41:07	VmwareEsx15	0.0.0.0	Microsoft Wind...	1024	96.7
Linux7Gen (10.2...	100	Sep 26, 2014 19:41:07	VmwareEsx15	-	Other Linux (3...	2048	30
Win2k8R2-Citrix...	100	Sep 26, 2014 19:41:07	VmwareEsx15	-	Microsoft Wind...	2048	40
Win2k12 (9.183)	100	Sep 26, 2014 19:41:07	VmwareEsx15	192.168.9.183,...	Windows Server...	2048	30

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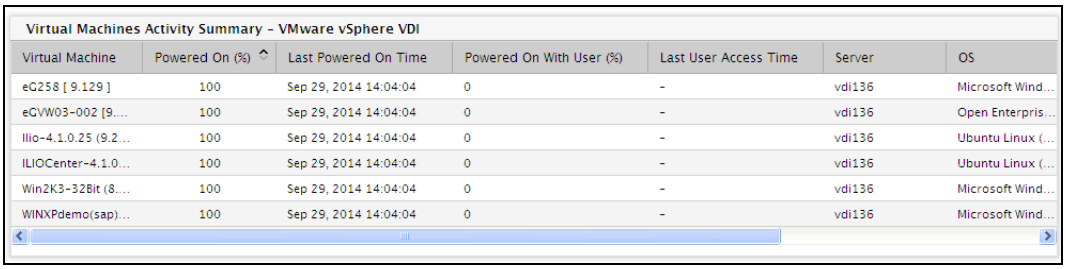
Figure 7.167: Data report of the VMs in ESX environments

16. In case of VDI environments, the data report will additionally reveal the percentage of time for which each VM was powered-on with an active user session; this way, you can quickly identify powered-on VMs that have been idle for long time periods. Also, a Last User Access Time will be available for each VM, which will reveal the last time a user had logged into that VM - this is nothing but the last time the eG agent checked the state of the VM and found that it was powered on with a user session active on it. Figure 7.168 will reveal the data report for the VDI environments.



Virtual Machines Activity Summary - VMware vSphere VDI

Virtual Machine	Powered On (%)	Last Powered On Time	Powered On With User (%)	Last User Access Time	Server	OS
eG258 [9.129]	100	Sep 29, 2014 14:04:04	0	-	vdi136	Microsoft Wind...
eGVW03-002 [9....	100	Sep 29, 2014 14:04:04	0	-	vdi136	Open Enterpris...
Ilio-4.1.0.25 (9.2...	100	Sep 29, 2014 14:04:04	0	-	vdi136	Ubuntu Linux (...
ILIOCenter-4.1.0...	100	Sep 29, 2014 14:04:04	0	-	vdi136	Ubuntu Linux (...
Win2K3-32Bit (8....	100	Sep 29, 2014 14:04:04	0	-	vdi136	Microsoft Wind...
WINXPdemo(sap)...	100	Sep 29, 2014 14:04:04	0	-	vdi136	Microsoft Wind...

Figure 7.168: Data report of the VMs in VDI environments

17. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link, which will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

    Note:

    - Before emailing reports, ensure that the **SMTP mail host** and **eG Administrator mail ID** are properly configured in the eG administrative interface (using the *Alerts -> Mail Settings -> Server Settings* option).
    - When reports are sent by email, the body of the email will contain the reports so sent in HTML format. You can, if you so desire, send the report as an attachment by setting the **SendMailAsAttachment** flag to **Yes** (or **True**). This flag is available in the **[MISC_ARGS]** section of the **eg_services.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory).

7.3.0.9 VM Capacity Planning Report

While planning the capacity of their virtual servers, administrators often need to ascertain how many VMs are operating on each of their servers, assess how these VMs are using the CPU and memory resources allocated to them, and determine whether sufficient resources are free in each server to support future operations. The findings from such an analysis will provide pointers to how the capacity of the server can be enhanced - can the server accommodate more VMs without requiring additional resources? or should the server be resized before adding more VMs to it?

The **VM Capacity Planning** report automates this analysis and makes prudent sizing recommendations with the help of which administrators can take accurate capacity decisions. On the basis of the historical CPU and memory usage of the VMs allocated to the server, the report reveals

deficits in cluster sizing (if any). Also, on the basis of the free CPU and memory resources (if any) in the cluster, the report automatically computes how many more VMs the cluster can handle. In the process, the report turns the spotlight on that resource (CPU or memory) which serves as a serious constraint to expanding the VM capacity of the virtual server.

To generate this report, do the following:

1. Follow the menu sequence: REPORTS BY FUNCTION -> Virtualization Reports -> Virtual Machines -> VM Capacity Planning.

Figure 7.169: Generating a VM Capacity Planning report

2. When Figure 7.172 appears, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the performance of the virtual components on a particular service/segment/zone's performance, and accordingly take performance decisions. The options provided by the **Analyze By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the performance of all the managed vSphere ESX hosts in the environment, select *VMware vSphere ESX* from the **Component Type** list, select **Component** from the **Analyze By** list, and then select all the virtual hosts listed in the **Components** list of Figure 7.119 . If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.

- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

3. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Cluster**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop don window (see Figure 7.173). The steps below discuss each of these settings and how they can be customized.

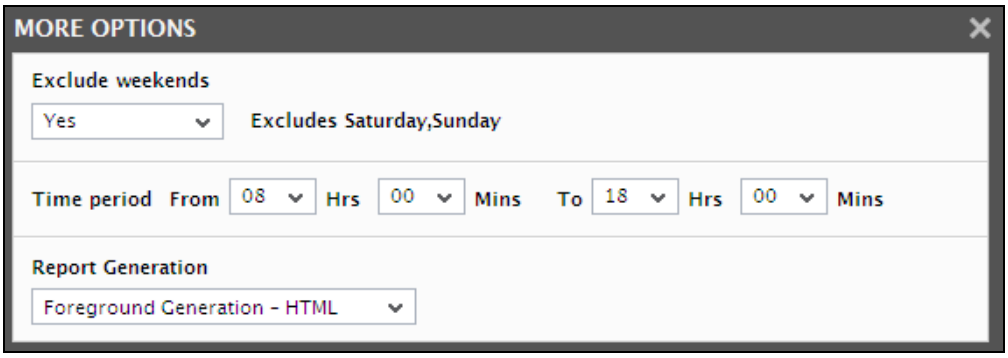


Figure 7.170: The default settings for generating the Cluster Capacity Planning report

5. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[VIRTUAL_CLUSTER]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.

6. Next, indicate the report **Time period**.

7. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_

DIR]\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

8. Finally, click the **Run Report** button. 7.3.0.9 will then appear.

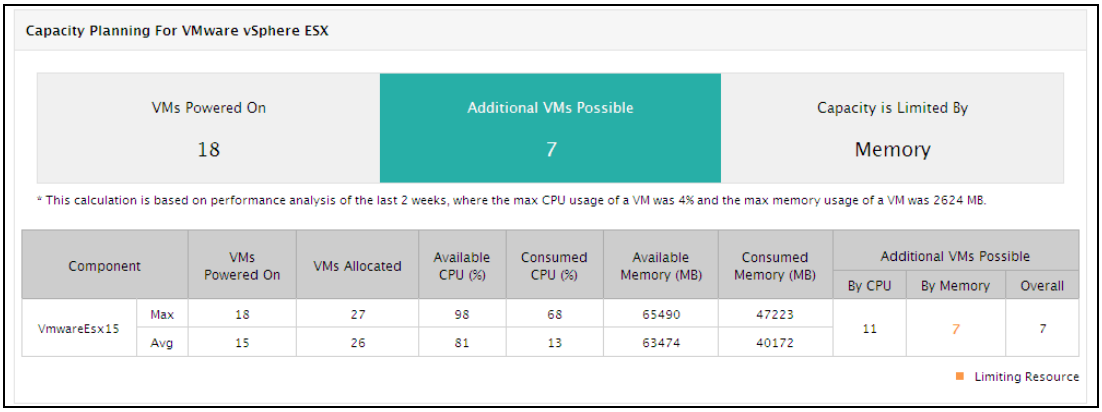


Figure 7.171: A VM Capacity Planning Report

9. From the reports of 7.3.0.9, you can instantly figure out how many VMs are operating on the chosen server, how many are powered-on currently, how the server utilized the CPU and memory resources allocated to it during the given timeline, and how much CPU and memory is still available for use in the server. In addition, the report automatically computes how many more VMs can be supported by the free CPU resources on the server, and represents the same in 7.3.0.9. Likewise, it auto-computes the additional VMs that the free memory resources of the cluster can handle, and represents the same in 7.3.0.9. The report also clearly states its observations and its inferences at the bottom using a different color, and also indicates which resource is limiting the server's VM capacity - is it CPU or memory?

7.3.0.10 Virtual Machines - Capacity Planning Report

While planning the capacity of their virtual clusters, administrators often need to ascertain how many VMs are operating on their critical clusters, assess how these VMs are using the CPU and memory resources allocated to them, and determine whether sufficient resources are free in the cluster to support future operations. The findings from such an analysis will provide pointers to how the cluster capacity can be enhanced - can the cluster accommodate more VMs without requiring additional resources? or should the cluster be resized before adding more VMs to it?

The **Virtual Machines - Capacity Planning** report automates this analysis and makes prudent sizing recommendations with the help of which administrators can take accurate capacity decisions. On the basis of the historical CPU and memory usage of the VMs allocated to the cluster, the report reveals deficits in cluster sizing (if any). Also, on the basis of the free CPU and memory resources (if any) in the cluster, the report automatically computes how many more VMs the cluster can handle. In the process, the report turns the spotlight on that resource (CPU or memory) which serves as a serious constraint to expanding the VM capacity of the cluster.

To generate this report, do the following:

1. Select the **Capacity Planning** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtualization -> Virtual Machines*
2. When Figure 7.172 appears, first select the **Report Type**. For a graphical report, choose the **Graph** option.

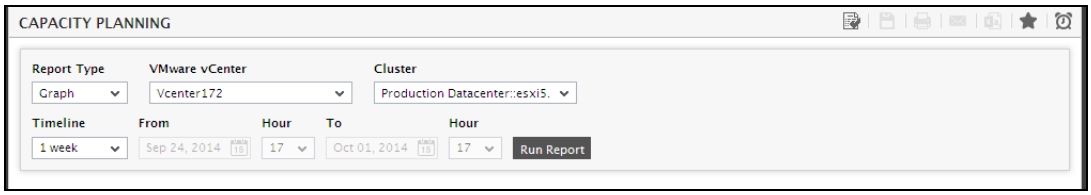


Figure 7.172: Generating a Virtual Machines - Capacity Planning report

3. Then, select the **VMware vCenter** server for which the report is to be generated.
4. From the list of **Cluster**s managed by the chosen vCenter, select the cluster for which the report is to be generated. For a report on all clusters, choose the **All** option.
5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Cluster**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop don window (see Figure 7.173). The steps below discuss each of these settings and how they can be customized.

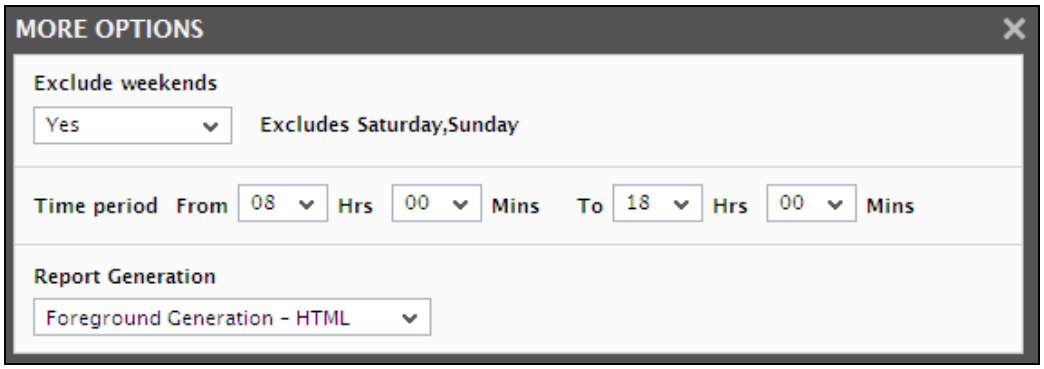


Figure 7.173: The default settings for generating the Cluster Capacity Planning report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <eg_install_dir**>\manager\config** directory.
- In the [virtual_cluster] section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

8. Next, indicate the report **Time period**.
9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button. If the **Report Type** is Graph, then clicking the **Run Report** button will open Figure 7.174.

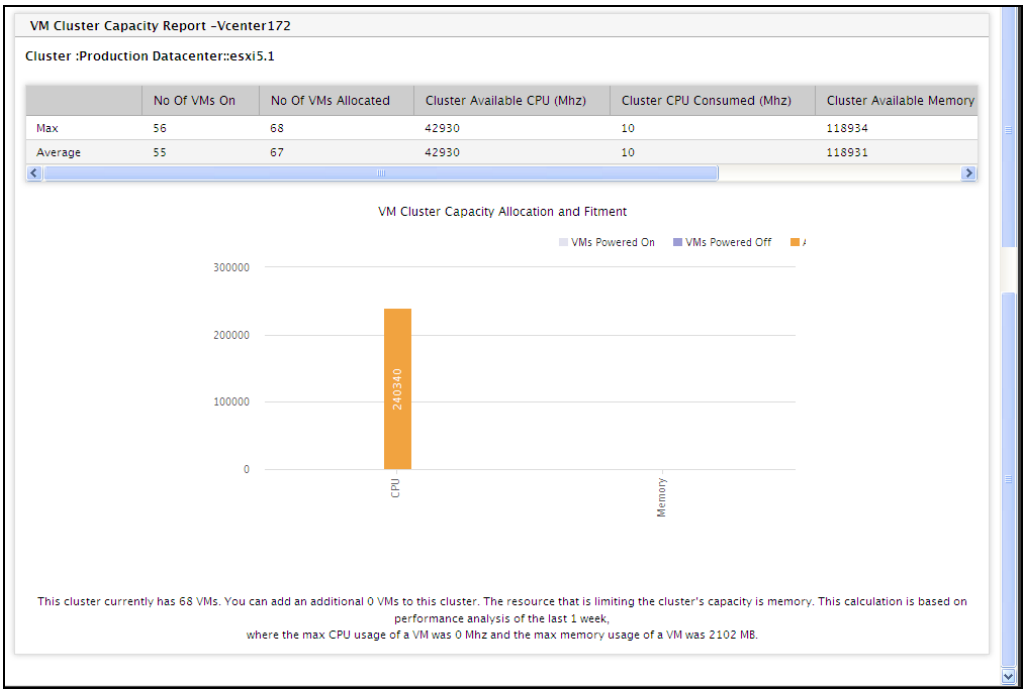


Figure 7.174: A Graphical VM Capacity Planning Report

11. On the other hand, if the **Report Type** chosen is **Data**, then Figure 7.175 will appear when the **Run Report** button is clicked.

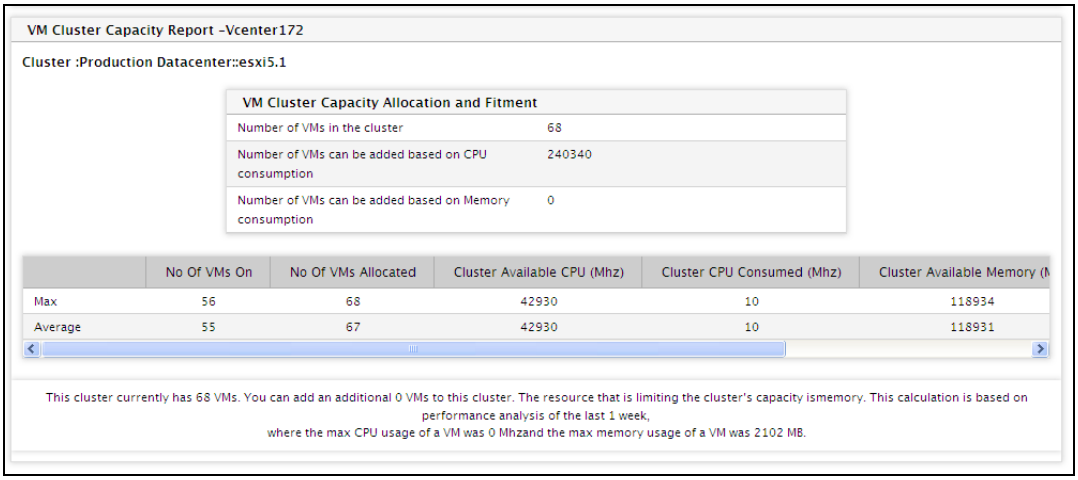


Figure 7.175: A VM Capacity Planning Report of type Data

12. From the reports of Figure 7.174 and Figure 7.175, you can instantly figure out how many VMs are operating on the chosen cluster, how many are powered-on currently, how the cluster utilized the CPU and memory resources allocated to it during the given timeline, and how much CPU and memory is still available for use in the cluster. In addition, the report automatically computes how many more VMs can be supported by the free CPU resources on the cluster, and represents the

same graphically. Likewise, it auto-computes the additional VMs that the free memory resources of the cluster can handle, and represents the same graphically. The report also clearly states its observations and its inferences at the bottom, and also indicates which resource is limiting the cluster's VM capacity - is it CPU or memory?

7.3.0.11 Virtual Machines - VM Changes Report

Large virtualized environments often consist of too many VMs hosted on the virtual server. Apart from monitoring these VMs, monitoring the addition, migration and removal of VMs from the virtual server poses a major problem for the administrators. Using the **VM Changes** report, you can easily identify the VMs that are currently added to and removed from the virtual server. In addition to this, administrators can figure out those VMs that were migrated within the resource pools of the virtual server or outside the virtual server.

Essential Pre-requisites for generating the VM Changes report:

- In order to generate the **VM Changes** report, ensure that the **VM Movement** test is enabled. By default, this test is disabled. To enable the test, go to the enable / disable tests page in the eG admin interface using the menu sequence: Agents -> Tests -> Enable/Disable, pick the component-type for which these tests are to be enabled as the **Component type**, set *Performance* as the **Test type**, choose the tests from the disabled tests list, and click on the **>>** button to move the tests to the enabled tests list. Finally, click the **Update** button.
- Once the test is enabled, ensure that the test is up and running i.e., collecting the required metrics.

To generate the **VM Changes** report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Virtualization -> Virtual Machines -> VM Changes*.
2. 7.3.0.11 will then appear. By default, the **Report for** list will display **VMware vCenter** as its selection.

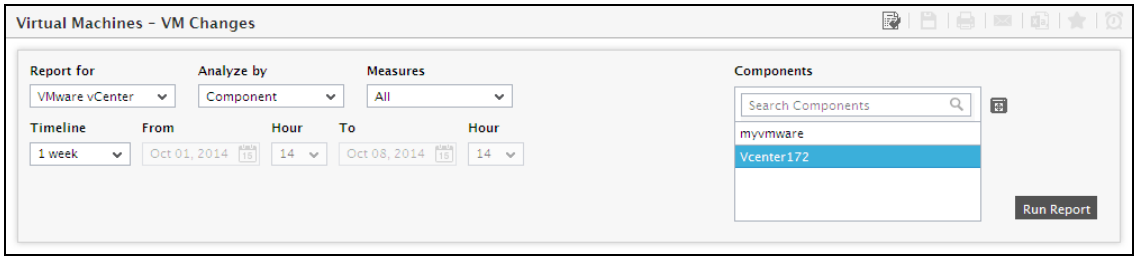


Figure 7.176: Selecting the criteria for the VM Changes report

3. Next, from the **Components** list, select the vCenter server(s) for which this report is to be generated. By default, all the managed vCenter servers in your environment will be listed here. This is because, the default selection from the **Analyze by** list is **Component**. You can however narrow your search by opting to view only those vCenter servers that are part of a service/segment/zone in the **VMware vCenter** list. For this, select the **Zone**, **Service**, or **Segment**, option from the **Analyze By** field:

   - Selecting the **Zone** option will allow you to select the desired zone from the **Zone** list box. To include the vCenter servers within a specific subzone also in the **VMware vCenter** list, set the **Include subzone** flag to **Yes**.
   - In the same way, to make the vCenter servers that are part of a particular segment or service available for selection in the **VMware vCenter** list, select **Service** or **Segment** from the **Analyze By** list box. Then, select the desired service or segment from the **Service** or **Segment** list.

4. If the **Components** list consists of too many vCenter servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the vCenter servers in a single interface and select the ones for which the report is to be generated.

5. Select an option from the **Measures** list for which the report is to be generated. By default, All option is chosen from this list indicating that this report will be generated for all the VMs that are added, removed and migrated from the chosen vCenter components.

6. Specify the report **Timeline**. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is

allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick an option from the **Components** list. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.0.11). The steps below discuss each of these settings and how they can be customized.

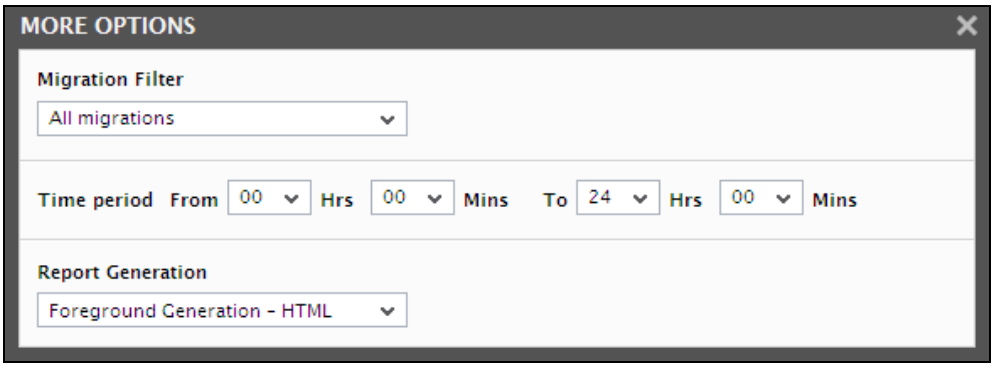


Figure 7.177: The default settings for generating the VM changes report

8. The **Migration Filter** list box will appear only when either the **All** or **Migrated VMs** option is chosen from the **Measures** list. By default, **All migrations** option is chosen from this list box. If you wish to generate the report for those VMs that have migrated across clusters alone, select the **Migrations across cluster** option from this list.
9. Next, specify the start time and end time for report generation against the **Time period** field.
10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button. Figure 7.178 will now appear.

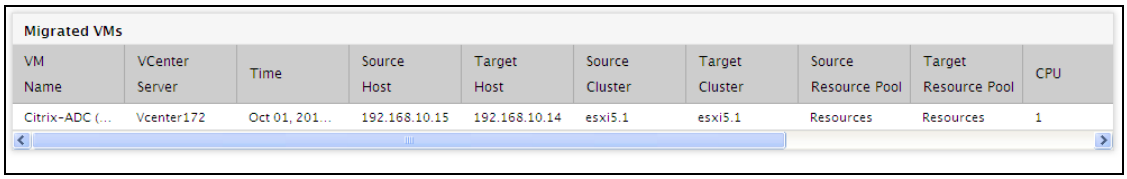


Figure 7.178: The VM Changes report

13. Figure 7.178 shows a tabular **VM changes** report for a chosen vCenter server. If **All** option is chosen from the **Measures** list and the **Foreground Generation –HTML** option is chosen from the **Report Generation** list, then the report consists of the following sections:

    - **Added VMs** – This section will list out all the VMs that are currently added to the vCenter server and the exact target i.e., the host/resource pool/cluster to which the VMs were added can be identified. In addition, the resource allocation to the VMs can also be identified using this report.
    - **Migrated VMs** – This section helps you to identify which are the VMs that are migrated from a source host/cluster/resource pool to the target host/cluster/resource pool.
    - **Removed VMs** – This section lists all the VMs that are removed from the vCenter server and the source from which the VMs have been removed i.e., the host/cluster/resource pool from which the VMs were removed can be identified.

    If **Added VMs** option is chosen from the **Measures** list and the **Foreground Generation – HTML** option is chosen from the **Report Generation** list, then the generated report will display only the **Added VMs** section. Likewise this report can be generated for the migrated VMs and the removed VMs by choosing the appropriate option from the **Measures** list.

7.3.0.12 VM Tools Report

Citrix XenServer and VMware vSphere provide tools that must be installed on VMs to improve the functionality of the VMs – for memory management, I/O handling and so on. If the VM tools are not installed on a VM or have not been kept updated, the VMs may not be performing optimally. The **VM Tools** report helps administrator identify VMs on which the XenSever/vSphere Tools may not be installed or may not be updated.

In order to generate the **VM Tools** report, do the following:

1. Select the **VM Tools** option by following the menu sequence: *REPORTS BY FUNCTION -> Virtualization Reports-> Virtual machines -> VM Tools* in the eG reporter interface.
2. Figure 7.179 will then appear.

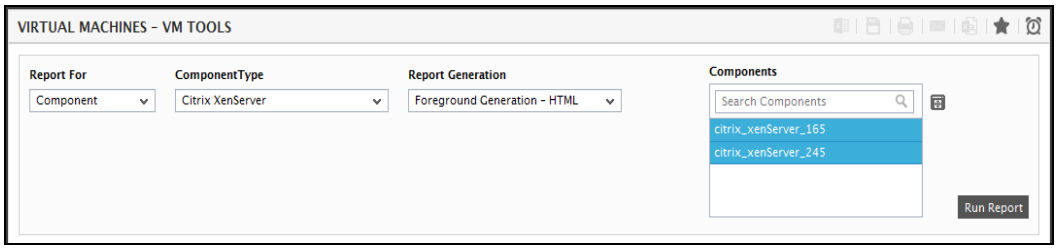


Figure 7.179: Specifying the criteria for the VM Tools report

3. Next, select a criterion for analysis from the **Report For** list box. Using this report, you can analyze the one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the VM Tools installed on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report For** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the VM Tools hosted on all the managed Citrix Xenserver hosts in the environment, select Citrix Xenserver from the **Component Type** list, select **Component** from the **Report For** list, and then select all the virtual hosts listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. An **Include Subzone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Include Subzone** flag to **Yes**.

4. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

5. Finally, click the **Run Report** button to generate the report.

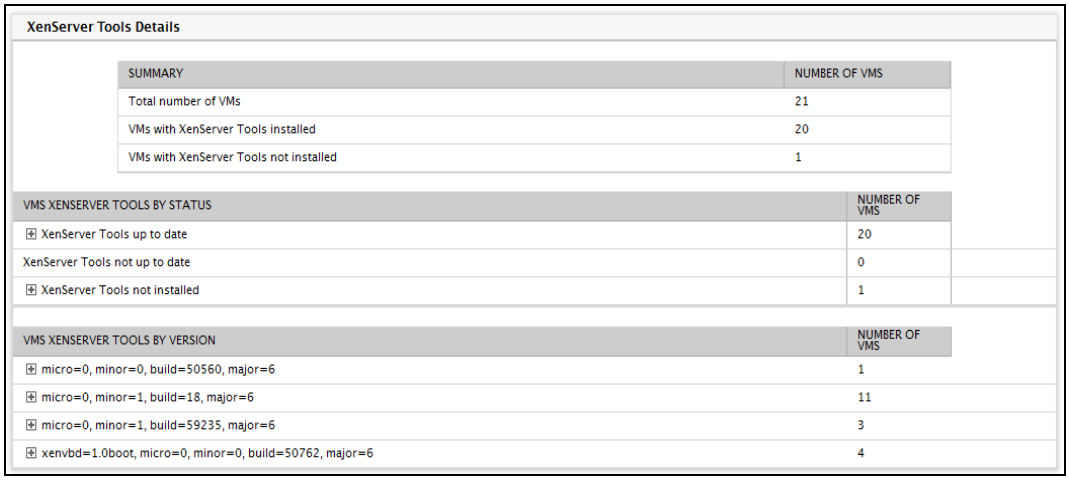
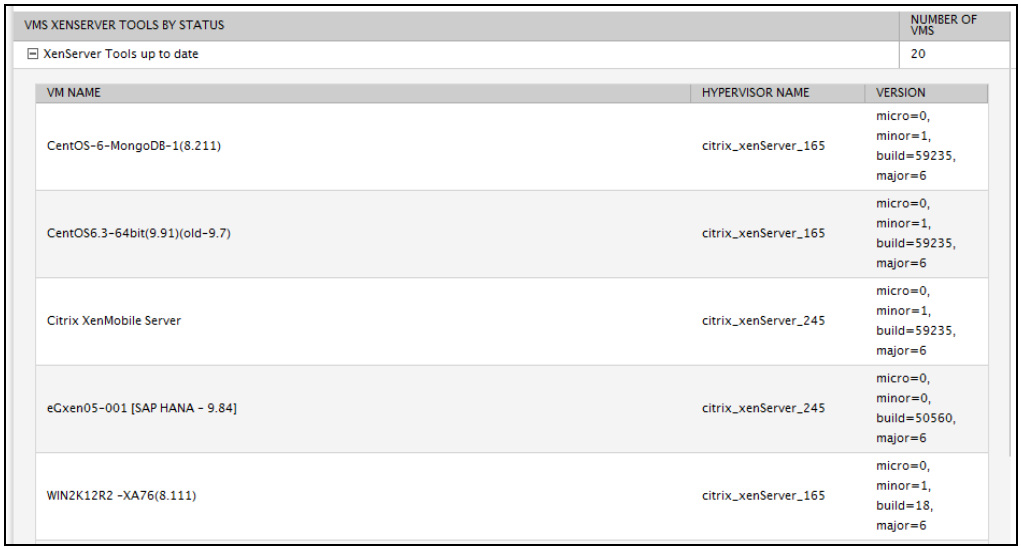


Figure 7.180: A VM Tools report generated for a Citrix Xenserver

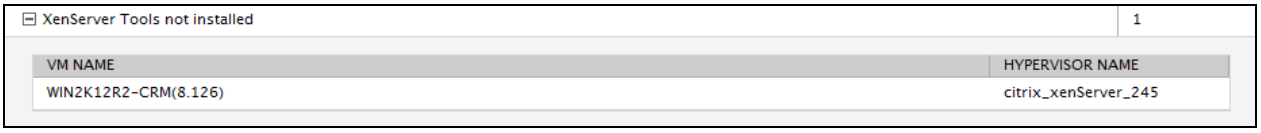
6. The generated report (see Figure 7.180), will contain the following sections:
7. A **SUMMARY** section that points you to the total number of VMs available in the hypervisor, the VMs on which the tools are installed and the VMs that are not installed with the tools.
8. The **VM XENSERVER TOOLS BY STATUS** section of the report lists the number of VMs on which the latest version of the tools is installed, the number of VMs on which the version of the tools is outdated and the number of VMs on which the tools are not installed at all.



VMS XENSERVER TOOLS BY STATUS		NUMBER OF VMS
⊟ XenServer Tools up to date		20
VM NAME	HYPERVISOR NAME	VERSION
CentOS-6-MongoDB-1(8.211)	citrix_xenServer_165	micro=0, minor=1, build=59235, major=6
CentOS6.3-64bit(9.91)(old-9.7)	citrix_xenServer_165	micro=0, minor=1, build=59235, major=6
Citrix XenMobile Server	citrix_xenServer_245	micro=0, minor=1, build=59235, major=6
eGxen05-001 [SAP HANA - 9.84]	citrix_xenServer_245	micro=0, minor=0, build=50560, major=6
WIN2K12R2 -XA76(8.111)	citrix_xenServer_165	micro=0, minor=1, build=18, major=6

Figure 7.181: The details of XenServer Tools up to date

9. Further drilling down the **XenServer Tools up to date** in the Figure 7.180 will provide you with the details (see Figure 7.181) of the VMs on which the latest version of the Tools is installed, the hypervisor on which each VM is configured and the version of the tool installed on the VM. Likewise, you can view the details of the VMs that are installed with the outdated version of the tools by clicking the **XenServer Tools not up to date** in the Figure 7.180.
10. Further drilling down the **XenServer Tools not installed** in the Figure 7.180 reveals the details of the VMs that are not installed with the Tools and the hypervisor in which those VMs are configured (see Figure 7.182).

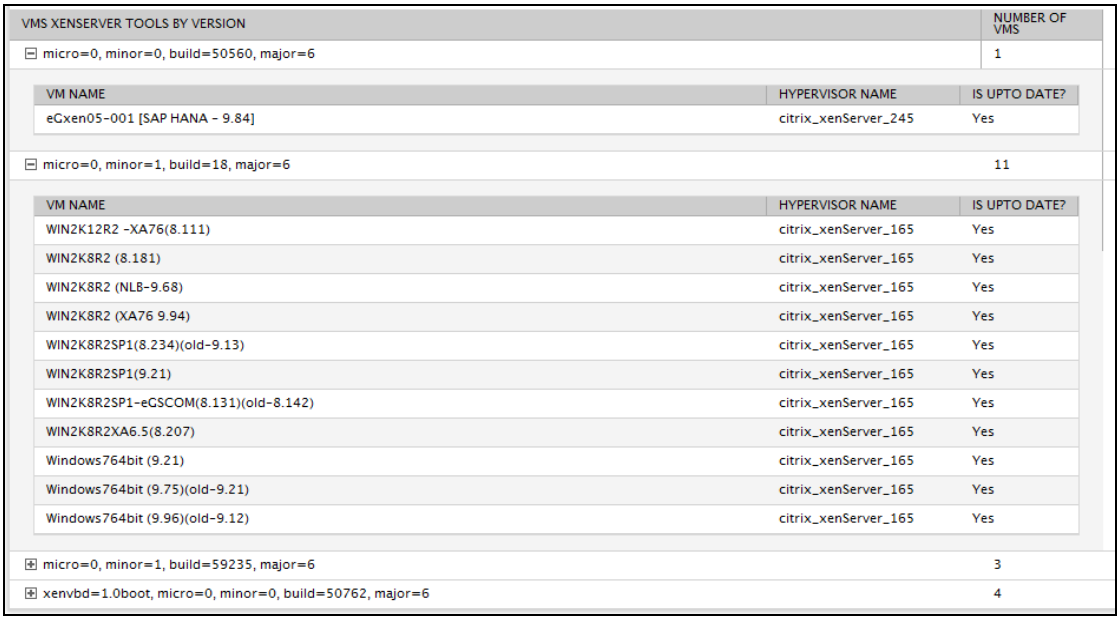


⊟ XenServer Tools not installed	1
VM NAME	HYPERVISOR NAME
WIN2K12R2-CRM(8.126)	citrix_xenServer_245

Figure 7.182: The details of VMs on which the Tools are not installed

11. The **VMS XENSERVER TOOLS BY VERSION** section of the report in Figure 7.183 will provide

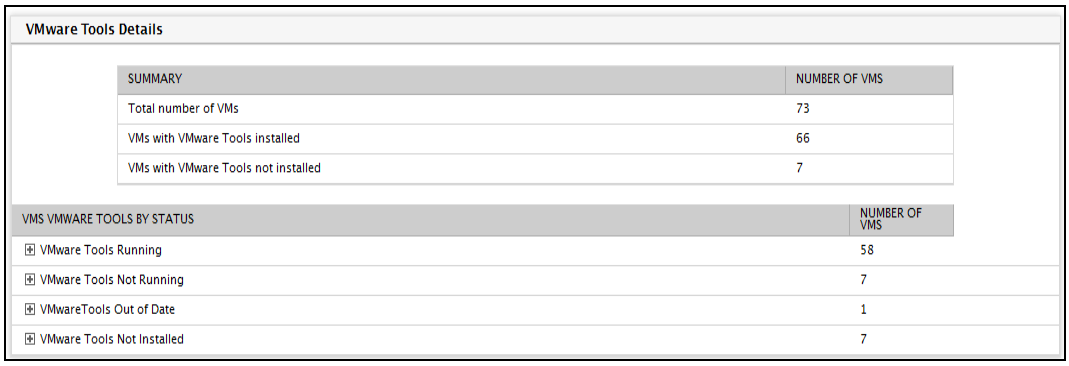
you the number of VMs on which each version/build is installed. Further drilling down each version/build will reveal the name of the VM, the hypervisor on which the VM is operating, and the information on whether the VM is upto date or not.



VMS XENSERVER TOOLS BY VERSION		NUMBER OF VMS
⊟ micro=0, minor=0, build=50560, major=6		1
VM NAME	HYPERVISOR NAME	IS UPTO DATE?
eGxen05-001 [SAP HANA - 9.84]	citrix_xenServer_245	Yes
⊟ micro=0, minor=1, build=18, major=6		11
VM NAME	HYPERVISOR NAME	IS UPTO DATE?
WIN2K12R2 -XA76(8.111)	citrix_xenServer_165	Yes
WIN2K8R2 (8.181)	citrix_xenServer_165	Yes
WIN2K8R2 (NLB-9.68)	citrix_xenServer_165	Yes
WIN2K8R2 (XA76 9.94)	citrix_xenServer_165	Yes
WIN2K8R2SP1(8.234)(old-9.13)	citrix_xenServer_165	Yes
WIN2K8R2SP1(9.21)	citrix_xenServer_165	Yes
WIN2K8R2SP1-eGSCOM(8.131)(old-8.142)	citrix_xenServer_165	Yes
WIN2K8R2XA6.5(8.207)	citrix_xenServer_165	Yes
Windows764bit (9.21)	citrix_xenServer_165	Yes
Windows764bit (9.75)(old-9.21)	citrix_xenServer_165	Yes
Windows764bit (9.96)(old-9.12)	citrix_xenServer_165	Yes
⊞ micro=0, minor=1, build=59235, major=6		3
⊞ xenvbd=1.0boot, micro=0, minor=0, build=50762, major=6		4

Figure 7.183: The section displaying the VMs based on the VM tool build versions

12. If you have chosen VMware vSphere VDI or *VMware vSphere ESX* as the **Component Type** in Figure 7.179, then the report generated will be as shown in Figure 7.184.



VMware Tools Details

SUMMARY	NUMBER OF VMS
Total number of VMs	73
VMs with VMware Tools installed	66
VMs with VMware Tools not installed	7

VMS VMWARE TOOLS BY STATUS	NUMBER OF VMS
⊞ VMware Tools Running	58
⊞ VMware Tools Not Running	7
⊞ VMwareTools Out of Date	1
⊞ VMware Tools Not Installed	7

Figure 7.184: The VM Tools report generated for a VMware vSphere ESX server

13. Using the **VMS VMWARE TOOLS BY STATUS** section of the report (see Figure 7.184), you can identify the VMs based on the status of the VMware tools and the hypervisor on which the VMs are installed. For instance drilling down the **VMware Tools Running** (seeFigure 7.185) section will list the VMs on which the VMware tools are installed and are currently running and the

hypervisor on which the VMs are installed.

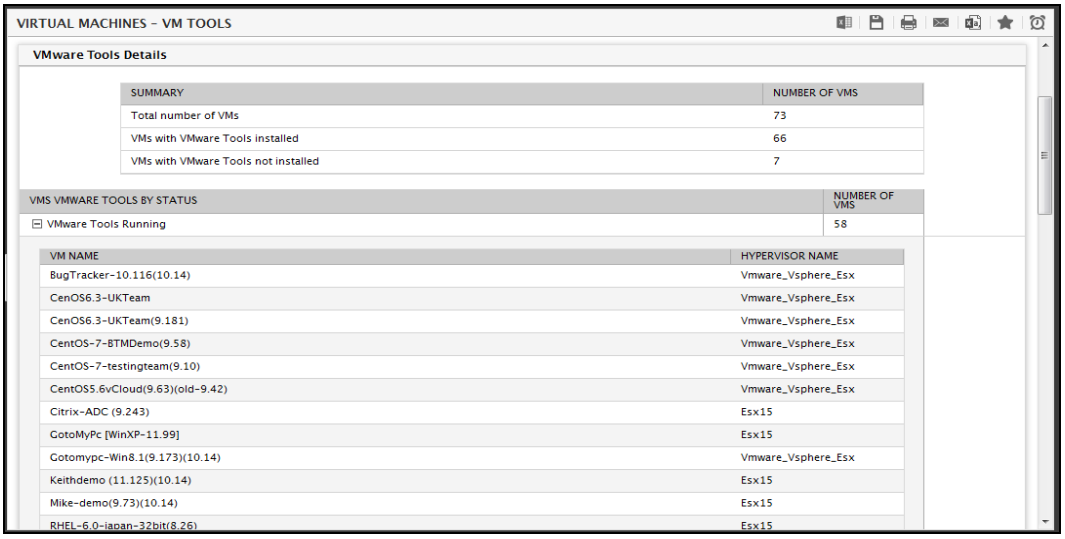


Figure 7.185: The VMs on which the VMware Tools are running

14. Unlike the VM Tools report generated for the Citrix XenServer/Citrix XenServer VDI which reports the version of the XenServer Tools, the report generated for the VMware vSphere ESX/VMware vSphere VDI servers will not report the version of the VMware Tools.

7.3.1 Datastores Report

One of the key challenges faced by administrators of virtualized environments is making sure that the datastores do not run out of space at any point in time. This is because, if a datastore experiences a severe space crunch, the VMs associated with that datastore may fail to operate, and this would render the VMs inaccessible to users.

To provide these administrators with historical insights into datastore usage so that they can capture potential space contentions, remove them, and ensure that business is transacted as usual in the virtualized environment at all times, eG Reporter offers **Datastore Reports**. This report category provides two types of reports - the **Datastore Overview** report and the **Datastore VM Details** report. The sections that follow will discuss both these reports in details.

Datastore Overview Report

Using this report, the following can be ascertained:

- Are any datastores running out of space? If so, which ones are they?
- Which VMs will be impacted by a space crunch in the datastore?

To generate this report, do the following:

1. Select the **Datastore Overview** option by following the menu sequence: *REPORTS BY FUNCTION -> Virtualization -> Datastores*.

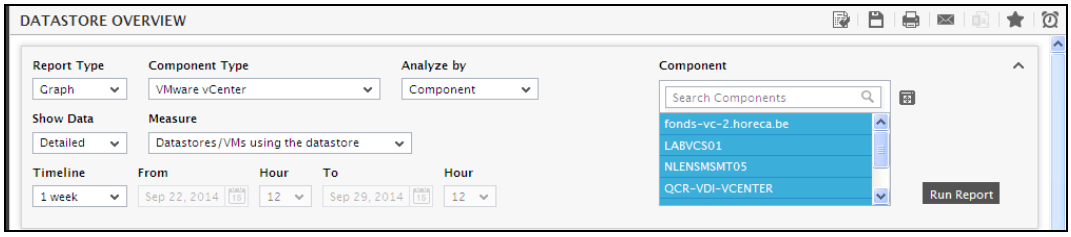


Figure 7.186: Generating the Datastore Overview report

2. When Figure 9.162 appears, first, indicate the **Report Type**. For a graphical representation of datastore performance, select the **Graph** option; for tabulated performance results, select the **Data** option. By default, the **Graph** option is chosen.

3. Next, select the component type for which the report should be generated from the **Component Type** list box. To view the report for all the component types, select the **All ComponentTypes** option from the **Component Type** list box. The **All ComponentTypes** option will be available if **Data** option is chosen from the **Report Type**.

4. Using this report, you can engage in a time-based performance analysis of those datastores that are used by specific ESX servers, the datastores that are managed by one/more vCenter servers, or those datastores that are associated with all the ESX servers/vCenter servers within a particular zone/segment/service. Indicate your choice by picking the one of the following options from the **Analyze by** list.

   - **Component:** If the **Component** option is chosen from the **Analyze by** list, then all components of the chosen **Component Type** will be listed in the **Component** list box. From this list box, select the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

   - **Zone**: If the **Zone** option is chosen from the **Analysis by** list, then you would be required to select the **Zone** for which the report is to be generated. In addition, you will also have to indicate whether the report needs to include even those datastores that are associated with

the ESX servers/vCenter servers that are included in the sub-zones of the chosen zone. If this is the case, you will have to set the **Include sub-zones** flag to **Yes**.

- **Service:** Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment:** Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

5. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.186. By default, the **Detailed** option is selected in Figure 7.186 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

   - Login to the eG administrative interface as 'admin'.
   - Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
   - From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to No, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

     Note:

- A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
- If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
  - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
  - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the **Run Report** button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
  - To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **Cancel** button.

6. Next, pick the **Measure** for which the **Graph** report is to be generated.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the

Timeline list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's Timeline specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Component**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.1). The steps below discuss each of these settings and how they can be customized.

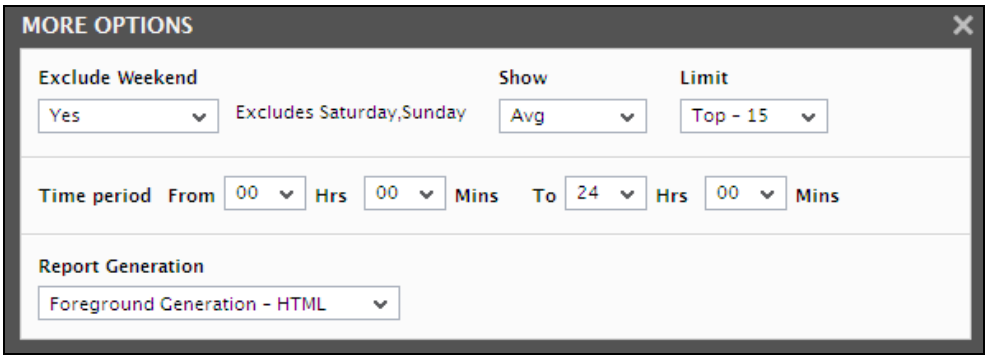


Figure 7.187: The default settings for generating the Datastore Overview report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_DATASTORE]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

10. By default, the **Graph** report computes the *Avg* value of the chosen **Measure,** and graphically represents the top-n datastores with a high *Avg* value. Accordingly, the *Avg* option is chosen by default from the **Show** list, and a top-n option is chosen by default from the **Limit** list. To arrange datastores based on the *Current* values reported for the chosen measure, pick **Current** as the option from the **Show** list.
11. Next, indicate the report **Time period**.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button.
14. If the **Report Type** is **Graph** and the **Report Generation** mode is **Foreground Generation - html**, then, clicking on the **Run Report** button will reveal Figure 7.188.

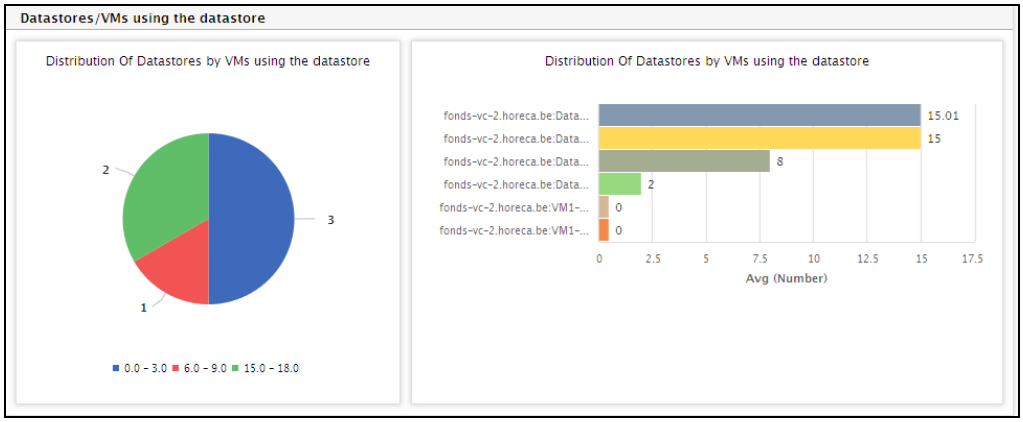


Figure 7.188: A Graphical DataStore Overview Report

15. Figure 7.188 comprises of the following:

    - A distribution pie chart that depicts the number of datastores associated with the chosen component-type that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical disk space usage* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical disk space usage* - alone is calculated for every datastore mapped to the chosen component- type. The resulting pie chart enables administrators to deduce, at a glance, the number of datastores where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the datastores that fall within the value range represented by that slice (see Figure 7.189). Against every datastore, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A vCenter-level **Summary** of the chosen **Measure** will also be available.

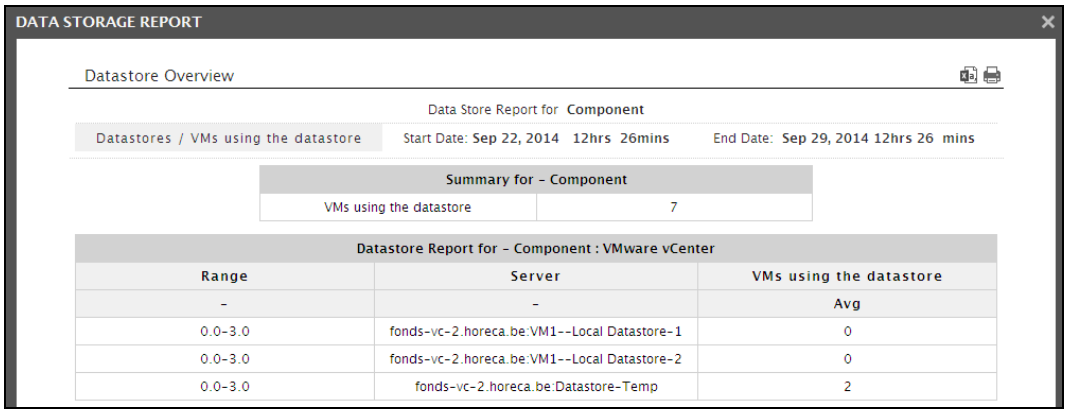
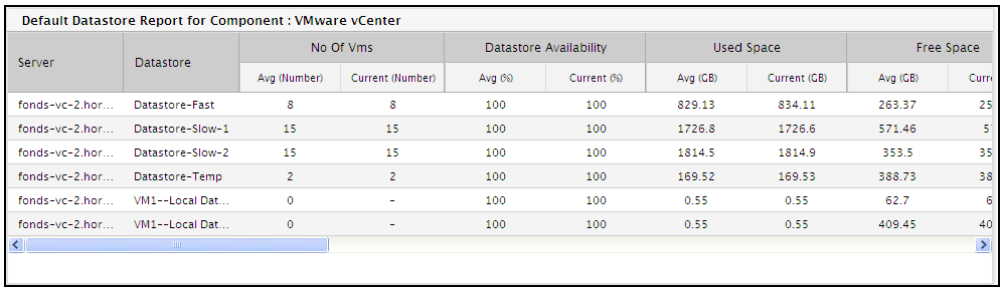


Figure 7.189: The physical servers that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the datastores that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical disk space usage* measure, this bar chart reveals the datastores that are using the maximum disk space. Unlike the pie chart, the bar chart plots the *Avg* values of the chosen measure over a period of time, or the *Current* valuesof the measure, based on the option chosen from the **Show** list; the number of datastores displayed in the bar chart also depends upon the top-n or last-n option chosen from the **Limit** list.

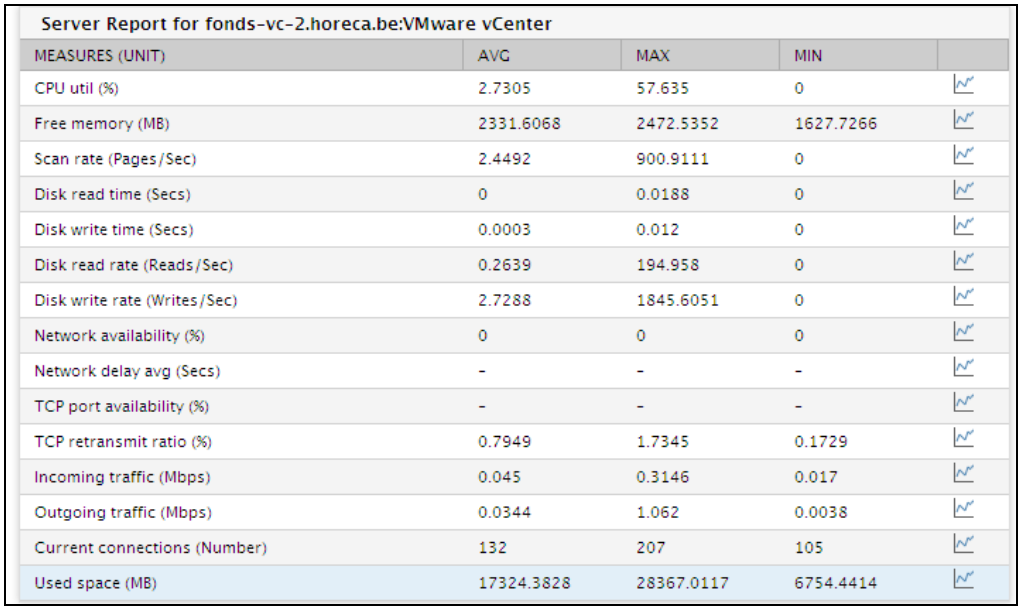
16. If the **Report Type** is **Data**, then the resulting report will include a table listing all the datastores that were used during the specified **Timeline**, the number of VMs using each datastore, followed by a wide range of pre-configured and user-configured metrics revealing how effectively each datastore was utilized during the given period. If multiple functions (e.g., Avg, Current, Percent, etc.) have been configured to be applied on a measure, then the report will include a column for every configured function. With the help of this data, you can accurately identify datastores that were down during the stated period, datastores that ran / were running out of space, and the vCenters/ESX servers/VMs that were affected by such anomalies. You can zoom into the performance of a particular component by clicking on the corresponding link in the report - this will invoke a **Server Report** of that component, which reveals the overall health of the component. In addition, the **Datastorage Report** embeds a **Percent change** column, which indicates whether the overall datastore usage was optimal or erratic during the designated period. Sudden and significant spikes in datastore usage could cause the **Percent change** to increase.



Default Datastore Report for Component : VMware vCenter

Server	Datastore	No Of Vms		Datastore Availability		Used Space		Free Space	
		Avg (Number)	Current (Number)	Avg (%)	Current (%)	Avg (GB)	Current (GB)	Avg (GB)	Curr
fonds-vc-2.hor...	Datastore-Fast	8	8	100	100	829.13	834.11	263.37	25
fonds-vc-2.hor...	Datastore-Slow-1	15	15	100	100	1726.8	1726.6	571.46	5
fonds-vc-2.hor...	Datastore-Slow-2	15	15	100	100	1814.5	1814.9	353.5	35
fonds-vc-2.hor...	Datastore-Temp	2	2	100	100	169.52	169.53	388.73	38
fonds-vc-2.hor...	VM1--Local Dat...	0	-	100	100	0.55	0.55	62.7	6
fonds-vc-2.hor...	VM1--Local Dat...	0	-	100	100	0.55	0.55	409.45	40

Figure 7.190: The Data report for Data Storage



Server Report for fonds-vc-2.horeca.be:VMware vCenter

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	2.7305	57.635	0	
Free memory (MB)	2331.6068	2472.5352	1627.7266	
Scan rate (Pages/Sec)	2.4492	900.9111	0	
Disk read time (Secs)	0	0.0188	0	
Disk write time (Secs)	0.0003	0.012	0	
Disk read rate (Reads/Sec)	0.2639	194.958	0	
Disk write rate (Writes/Sec)	2.7288	1845.6051	0	
Network availability (%)	0	0	0	
Network delay avg (Secs)	-	-	-	
TCP port availability (%)	-	-	-	
TCP retransmit ratio (%)	0.7949	1.7345	0.1729	
Incoming traffic (Mbps)	0.045	0.3146	0.017	
Outgoing traffic (Mbps)	0.0344	1.062	0.0038	
Current connections (Number)	132	207	105	
Used space (MB)	17324.3828	28367.0117	6754.4414	

Figure 7.191: Clicking on a 'Server' in the Data Storage Report

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

    A default set of measures are pre-configured for the **Overview** report in the **[VIRTUAL_DATASTORE]** section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory); these default measures are Server, Datastore, Datastore availability, Total capacity,

Used space, Free space, Percent usage, Percent Change. You can, if you so desire, add more default measures to the **[VIRTUAL_DATASTORE]** section in the format:

Default:<InternalTest>:<InternalMeasure>#<DisplayName>=<Comma- separated list of functions>.

DataStores VM Details Report

In a virtualized environment, a VM's operations may stall due to the unavailability, high latency, or abnormal usage of the datastore/virtual disks assigned to that VM. Since a datastore and/or a virtual disk can be shared by multiple VMs on a host, whenever users complaint of slowdowns while accessing their virtual applications, it would help to know which datastore/virtual disk has been assigned to the VMs running those virtual applications and how the datastore/virtual disk has been utilized by each VM. This knowledge will enable you to isolate over-utilized storage (i.e., datastore and virtual disks), the VMs responsible for their excessive usage, and the VMs affected by the same. The Datastores Details report provides you with this information.

Upon selection of one/all VMs on a virtual host, this report indicates which virtual disk and datastore has been assigned to the VMs, and how the VMs utilized the virtual disk and the datastore in the given timeline. This enables administrators to do the following:

- Quickly point to over-utilized or slow storage;
- Identify the VMs on a host that are using the storage excessively;
- Understand how this excessive usage impacts the performance of other VMs on the host that are sharing the same storage

To generate this report, do the following:

1. Select the **DataStores VM Details** option by following the menu sequence: REPORTS BY FUNCTION -> Virtualization -> DataStores.
2. Figure 7.192 will then appear.

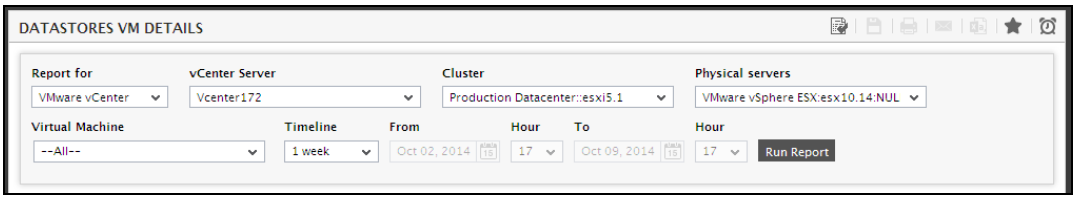


Figure 7.192: Generating the DataStores VM Details report

3. Select **VMware vCenter** from the **Report for** list, and then pick the **vCenter Server** for which the report is to be generated.
4. All clusters managed by the chosen vCenter will then populate the **Cluster** list. If the vSphere ESX server for which the report is to be generated is part of a particular cluster, select that cluster from this list. If you do not know which cluster the vSphere server belongs to, then, select the **All** option and proceed.
5. If a particular **Cluster** is chosen, then the **Physical Server** list will include all vSphere ESX servers that are part of that cluster. On the other hand, if **All** is chosen from the **Cluster** list, then all the vSphere servers across clusters will be available for selection in the **Physical Server** list. Pick the server for which the report is to be generated.
6. Next, from the list of **Virtual Machine**s on the chosen **Physical Server**, select the VM for which the report is to be generated. To view the datastore details of all VMs on the chosen **Physical Server**, select the **All** option.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a

Virtual Machine. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.193). The steps below discuss each of these settings and how they can be customized.

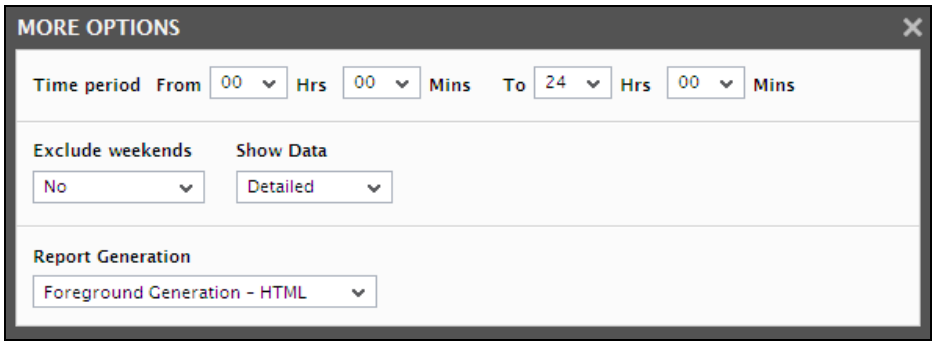


Figure 7.193: The default settings for generating the DataStores VM Details report

9. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.192. By default, the **Detailed** option is selected in Figure 7.192 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

   - Login to the eG administrative interface as 'admin'.
   - Follow the menu sequence, *Configure -> Settings*. In the **SETTINGS** page that appears, select the **General** node under the **Manager Settings** node of the **Settings** tree.

- From the **MANAGER SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
    - To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the Cancel button.

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

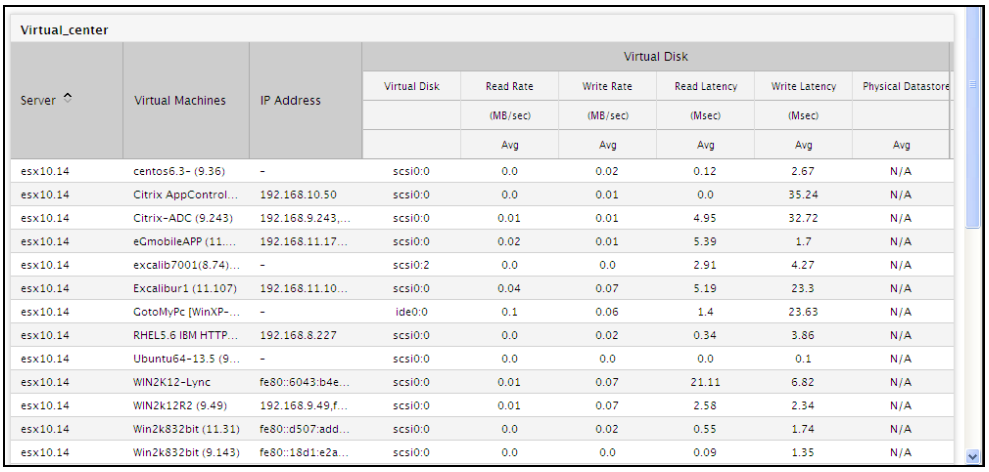
- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_DATASTORE]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma- separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

11. Next, indicate the report **Timeperiod**.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_ DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_ PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button. 7.3.1 will then appear.



Virtual_center

Server	Virtual Machines	IP Address	Virtual Disk					
			Virtual Disk	Read Rate (MB/sec)	Write Rate (MB/sec)	Read Latency (Msec)	Write Latency (Msec)	Physical Datastore
				Avg	Avg	Avg	Avg	Avg
esx10.14	centos6.3- (9.36)	-	scsi0:0	0.0	0.02	0.12	2.67	N/A
esx10.14	Citrix AppControl...	192.168.10.50	scsi0:0	0.0	0.01	0.0	35.24	N/A
esx10.14	Citrix-ADC (9.243)	192.168.9.243,...	scsi0:0	0.01	0.01	4.95	32.72	N/A
esx10.14	eGmobileAPP (11....	192.168.11.17...	scsi0:0	0.02	0.01	5.39	1.7	N/A
esx10.14	excalib7001(8.74)...	-	scsi0:2	0.0	0.0	2.91	4.27	N/A
esx10.14	Excalibur1 (11.107)	192.168.11.10...	scsi0:0	0.04	0.07	5.19	23.3	N/A
esx10.14	GotoMyPc [WinXP-...	-	ide0:0	0.1	0.06	1.4	23.63	N/A
esx10.14	RHEL5.6 IBM HTTP...	192.168.8.227	scsi0:0	0.0	0.02	0.34	3.86	N/A
esx10.14	Ubuntu64-13.5 (9...	-	scsi0:0	0.0	0.0	0.0	0.1	N/A
esx10.14	WIN2K12-Lync	fe80::6043:b4e...	scsi0:0	0.01	0.07	21.11	6.82	N/A
esx10.14	WIN2k12R2 (9.49)	192.168.9.49,f...	scsi0:0	0.01	0.07	2.58	2.34	N/A
esx10.14	Win2k832bit (11.31)	fe80::d507:add...	scsi0:0	0.0	0.02	0.55	1.74	N/A
esx10.14	Win2k832bit (9.143)	fe80::18d1:e2a...	scsi0:0	0.0	0.0	0.09	1.35	N/A

Figure 7.194: The DataStores VM Details Report

14. If the **All** option had been chosen from the **Virtual Machine** list, 7.3.1 will list all the VMs on the selected **Physical Server**. For each VM, the report will reveal the name of the virtual disk and physical datastore that has been assigned to that VM. The space usage, I/O activity, and read/write latency experienced by that virtual disk and physical datastore will also be displayed in the report. With the help of this report, you can determine the following:

    - Which virtual disks and physical datastores have been utilized excessively?
    - Which virtual disks and physical datastores have been utilizing high latencies?
    - Which VMs on the host are using these problematic virtual disks and physical datastores?
    - Which VMs are responsible for the abnormal space usage on a virtual disk?
    - Which VMs are affected by the abnormal space usage on an assigned virtual disk/physical datastore?

15. Clicking on any measure value in this report will lead you to a measure graph revealing the variations in that measure during the last hour.

7.3.1.1 Datastore Overview Report

Using this report, the following can be ascertained:

- Are any datastores running out of space? If so, which ones are they?
- Which VMs will be impacted by a space crunch in the datastore?

To generate this report, do the following:

1. Select the **Datastore Overview** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Virtual Applications / Desktops -> Virtualization -> Datastores*.

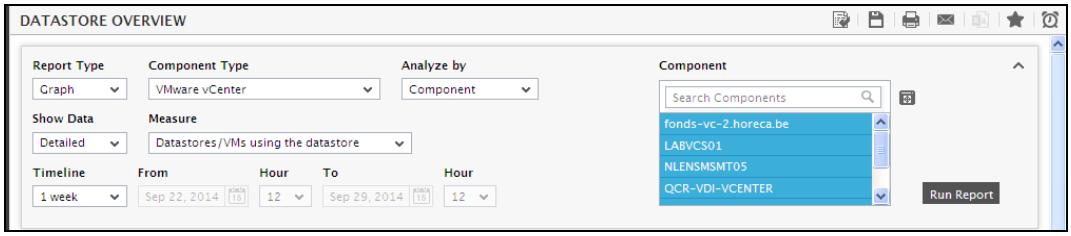


Figure 7.195: Generating the Datastore Overview report

2. When Figure 9.162 appears, first, indicate the **Report Type**. For a graphical representation of datastore performance, select the **Graph** option; for tabulated performance results, select the **Data** option. By default, the **Graph** option is chosen.

3. Next, select the component type for which the report should be generated from the **Component Type** list box. To view the report for all the component types, select the **All ComponentTypes** option from the **Component Type** list box. The **All ComponentTypes** option will be available if **Data** option is chosen from the **Report Type**.

4. Using this report, you can engage in a time-based performance analysis of those datastores that are used by specific ESX servers, the datastores that are managed by one/more vCenter servers, or those datastores that are associated with all the ESX servers/vCenter servers within a particular zone/segment/service. Indicate your choice by picking the one of the following options from the **Analyze by** list.

   - **Component:** If the **Component** option is chosen from the **Analyze by** list, then all components of the chosen **Component Type** will be listed in the **Component** list box. From this list box, select the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

   - **Zone**: If the **Zone** option is chosen from the **Analysis by** list, then you would be required to select the **Zone** for which the report is to be generated. In addition, you will also have to indicate whether the report needs to include even those datastores that are associated with the ESX servers/vCenter servers that are included in the sub-zones of the chosen zone. If this is the case, you will have to set the **Include sub-zones** flag to **Yes**.

- **Service:** Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment:** Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

5. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.195. By default, the **Detailed** option is selected in Figure 7.195 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

   - Login to the eG administrative interface as 'admin'.
   - Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
   - From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to No, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

     Note:

     - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
     - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.

- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
  - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
  - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the **Run Report** button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
  - To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the **Cancel** button.

6. Next, pick the **Measure** for which the **Graph** report is to be generated.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline**

list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's Timeline specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Component**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.1.1). The steps below discuss each of these settings and how they can be customized.

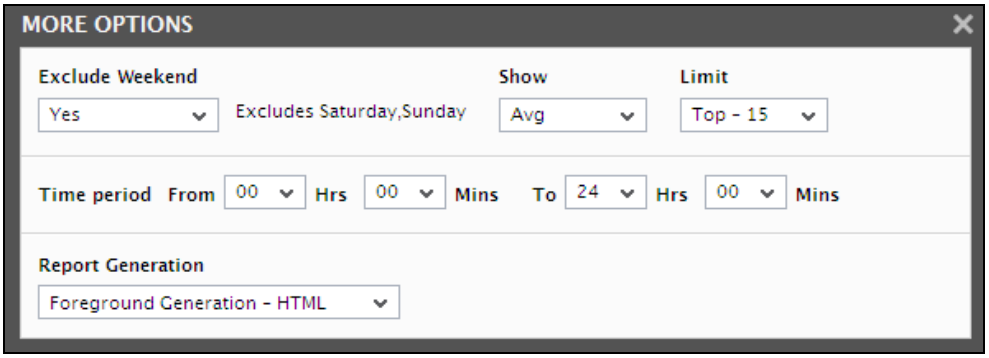


Figure 7.196: The default settings for generating the Datastore Overview report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[VIRTUAL_DATASTORE]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.

10. By default, the **Graph** report computes the *Avg* value of the chosen **Measure,** and graphically represents the top-n datastores with a high *Avg* value. Accordingly, the *Avg* option is chosen by default from the **Show** list, and a top-n option is chosen by default from the **Limit** list. To arrange datastores based on the *Current* values reported for the chosen measure, pick **Current** as the option from the **Show** list.
11. Next, indicate the report **Timeperiod**.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
13. Finally, click the **Run Report** button.
14. If the **Report Type** is **Graph** and the **Report Generation** mode is **Foreground Generation - html**, then, clicking on the **Run Report** button will reveal Figure 7.197.

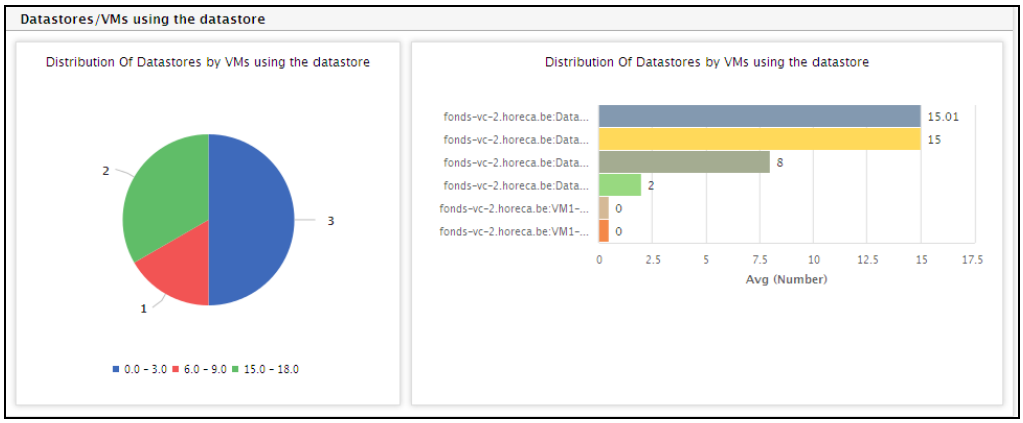
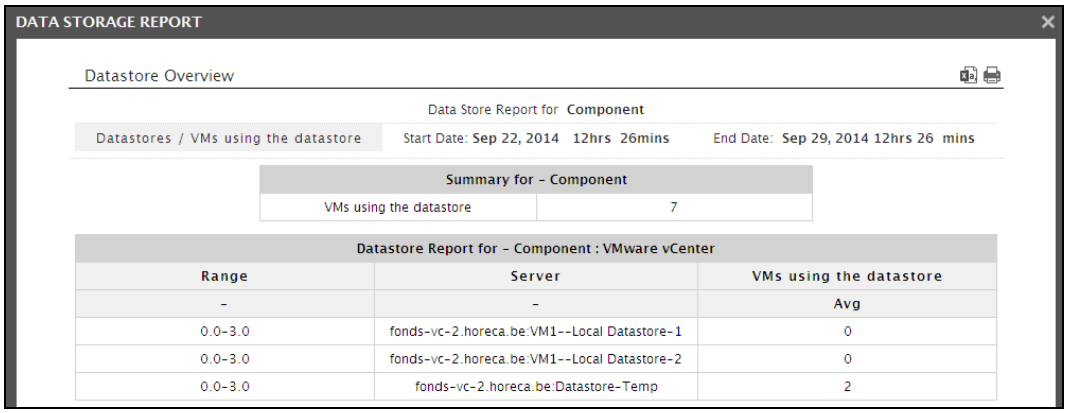


Figure 7.197: A Graphical DataStore Overview Report

15. Figure 7.197 comprises of the following:

- A distribution pie chart that depicts the number of datastores associated with the chosen component-type that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical disk space usage* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical disk space usage* - alone is calculated for every datastore mapped to the chosen component- type. The resulting pie chart enables administrators to deduce, at a glance, the number of datastores where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the datastores that fall within the value range represented by that slice (see Figure 7.198). Against every datastore, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A vCenter-level **Summary** of the chosen **Measure** will also be available.


DATA STORAGE REPORT

Datastore Overview

Data Store Report for Component

Datastores / VMs using the datastore | Start Date: Sep 22, 2014 12hrs 26mins | End Date: Sep 29, 2014 12hrs 26 mins

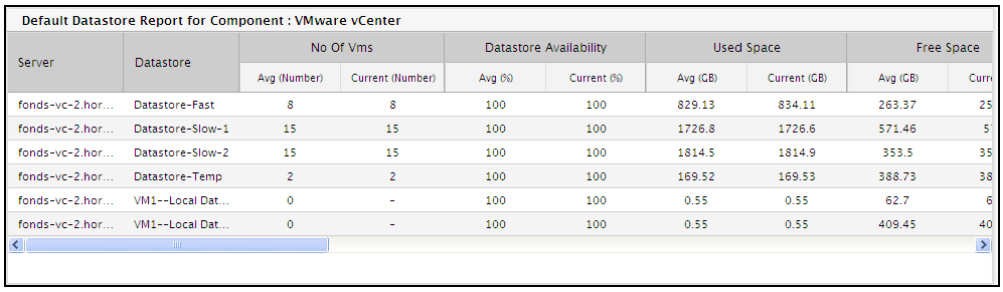
Summary for - Component	
VMs using the datastore	7

Datastore Report for - Component : VMware vCenter		
Range	Server	VMs using the datastore
-	-	Avg
0.0-3.0	fonds-vc-2.horeca.be:VM1--Local Datastore-1	0
0.0-3.0	fonds-vc-2.horeca.be:VM1--Local Datastore-2	0
0.0-3.0	fonds-vc-2.horeca.be:Datastore-Temp	2

Figure 7.198: The physical servers that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the datastores that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical disk space usage* measure, this bar chart reveals the datastores that are using the maximum disk space. Unlike the pie chart, the bar chart plots the *Avg* values of the chosen measure over a period of time, or the *Current* valuesof the measure, based on the option chosen from the **Show** list; the number of datastores displayed in the bar chart also depends upon the top-n or last-n option chosen from the **Limit** list.

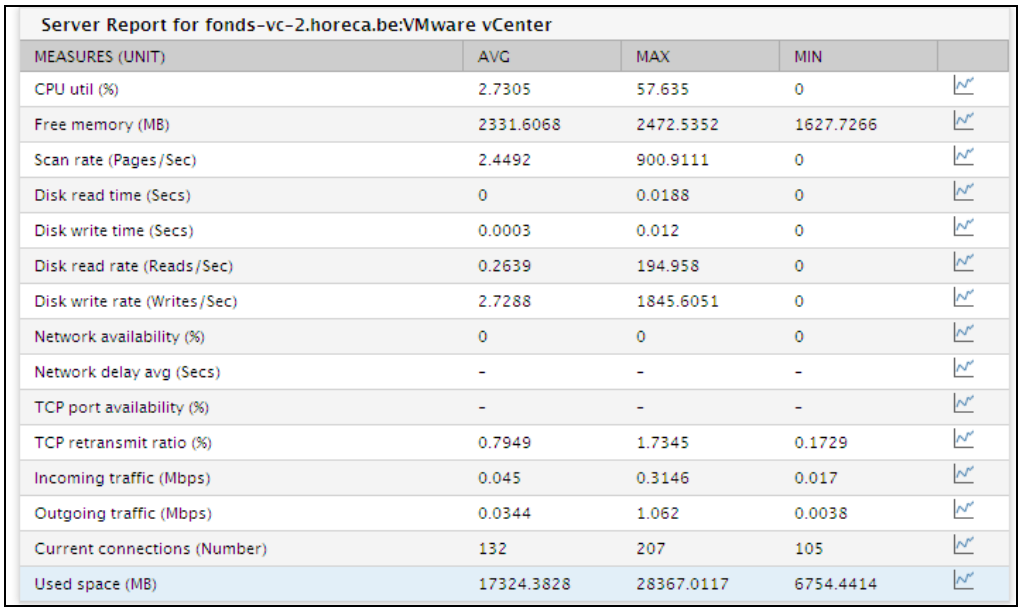
16. If the **Report Type** is **Data**, then the resulting report will include a table listing all the datastores that were used during the specified **Timeline**, the number of VMs using each datastore, followed by a wide range of pre-configured and user-configured metrics revealing how effectively each datastore was utilized during the given period. If multiple functions (e.g., Avg, Current, Percent, etc.) have been configured to be applied on a measure, then the report will include a column for every configured function. With the help of this data, you can accurately identify datastores that were down during the stated period, datastores that ran / were running out of space, and the vCenters/ESX servers/VMs that were affected by such anomalies. You can zoom into the performance of a particular component by clicking on the corresponding link in the report - this will invoke a **Server Report** of that component, which reveals the overall health of the component. In addition, the **Datastorage Report** embeds a **Percent change** column, which indicates whether the overall datastore usage was optimal or erratic during the designated period. Sudden and significant spikes in datastore usage could cause the **Percent change** to increase.



Default Datastore Report for Component : VMware vCenter

Server	Datastore	No Of Vms		Datastore Availability		Used Space		Free Space	
		Avg (Number)	Current (Number)	Avg (%)	Current (%)	Avg (GB)	Current (GB)	Avg (GB)	Curr
fonds-vc-2.hor...	Datastore-Fast	8	8	100	100	829.13	834.11	263.37	25
fonds-vc-2.hor...	Datastore-Slow-1	15	15	100	100	1726.8	1726.6	571.46	5
fonds-vc-2.hor...	Datastore-Slow-2	15	15	100	100	1814.5	1814.9	353.5	35
fonds-vc-2.hor...	Datastore-Temp	2	2	100	100	169.52	169.53	388.73	38
fonds-vc-2.hor...	VM1--Local Dat...	0	-	100	100	0.55	0.55	62.7	6
fonds-vc-2.hor...	VM1--Local Dat...	0	-	100	100	0.55	0.55	409.45	40

Figure 7.199: The Data report for Data Storage



Server Report for fonds-vc-2.horeca.be:VMware vCenter

MEASURES (UNIT)	AVG	MAX	MIN	
CPU util (%)	2.7305	57.635	0	
Free memory (MB)	2331.6068	2472.5352	1627.7266	
Scan rate (Pages/Sec)	2.4492	900.9111	0	
Disk read time (Secs)	0	0.0188	0	
Disk write time (Secs)	0.0003	0.012	0	
Disk read rate (Reads/Sec)	0.2639	194.958	0	
Disk write rate (Writes/Sec)	2.7288	1845.6051	0	
Network availability (%)	0	0	0	
Network delay avg (Secs)	-	-	-	
TCP port availability (%)	-	-	-	
TCP retransmit ratio (%)	0.7949	1.7345	0.1729	
Incoming traffic (Mbps)	0.045	0.3146	0.017	
Outgoing traffic (Mbps)	0.0344	1.062	0.0038	
Current connections (Number)	132	207	105	
Used space (MB)	17324.3828	28367.0117	6754.4414	

Figure 7.200: Clicking on a 'Server' in the Data Storage Report

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

    A default set of measures are pre-configured for the **Overview** report in the **[VIRTUAL_DATASTORE]** section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory); these default measures are Server, Datastore, Datastore availability, Total capacity,

Used space, Free space, Percent usage, Percent Change. You can, if you so desire, add more default measures to the **[VIRTUAL_DATASTORE]** section in the format:

Default:<InternalTest>:<InternalMeasure>#<DisplayName>=<Comma- separated list of functions>.

7.3.1.2 VMs by Datastore Report

In a virtualized environment, a VM's operations may stall due to the unavailability, high latency, or abnormal usage of the datastore/virtual disks assigned to that VM. Since a datastore and/or a virtual disk can be shared by multiple VMs on a host, whenever users complaint of slowdowns while accessing their virtual applications, it would help to know which datastore/virtual disk has been assigned to the VMs running those virtual applications and how the datastore/virtual disk has been utilized by each VM. This knowledge will enable you to isolate over-utilized storage (i.e., datastore and virtual disks), the VMs responsible for their excessive usage, and the VMs affected by the same. The Datastores Details report provides you with this information.

Upon selection of one/all VMs on a virtual host, this report indicates which virtual disk and datastore has been assigned to the VMs, and how the VMs utilized the virtual disk and the datastore in the given timeline. This enables administrators to do the following:

- Quickly point to over-utilized or slow storage;
- Identify the VMs on a host that are using the storage excessively;
- Understand how this excessive usage impacts the performance of other VMs on the host that are sharing the same storage

To generate this report, do the following:

1. Select the **DataStores VM Details** option by following the menu sequence: REPORTS BY FUNCTION -> Virtualization -> DataStores.
2. Figure 7.201 will then appear.

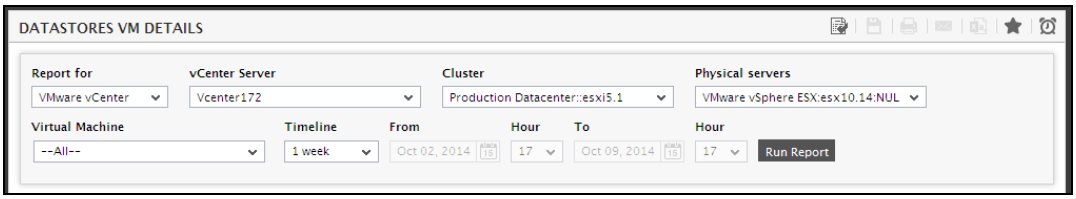


Figure 7.201: Generating the DataStores VM Details report

3. Select **VMware vCenter** from the **Report for** list, and then pick the **vCenter Server** for which the report is to be generated.
4. All clusters managed by the chosen vCenter will then populate the **Cluster** list. If the vSphere ESX server for which the report is to be generated is part of a particular cluster, select that cluster from this list. If you do not know which cluster the vSphere server belongs to, then, select the **All** option and proceed.
5. If a particular **Cluster** is chosen, then the **Physical Server** list will include all vSphere ESX servers that are part of that cluster. On the other hand, if **All** is chosen from the **Cluster** list, then all the vSphere servers across clusters will be available for selection in the **Physical Server** list. Pick the server for which the report is to be generated.
6. Next, from the list of **Virtual Machine**s on the chosen **Physical Server**, select the VM for which the report is to be generated. To view the datastore details of all VMs on the chosen **Physical Server**, select the **All** option.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a

Virtual Machine. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.202). The steps below discuss each of these settings and how they can be customized.

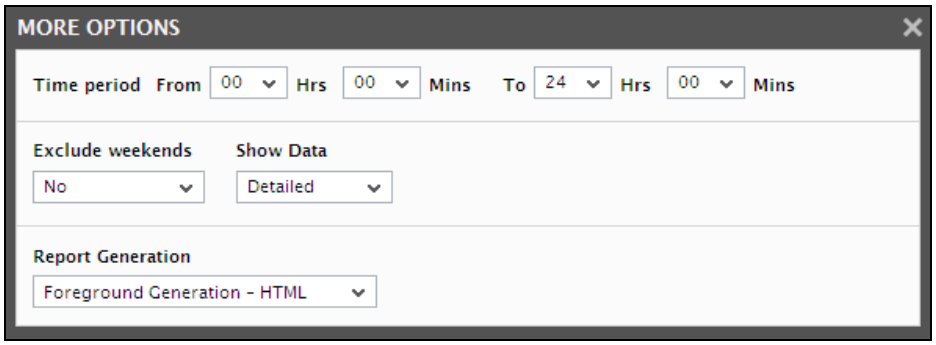


Figure 7.202: The default settings for generating the DataStores VM Details report

9. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.201. By default, the **Detailed** option is selected in Figure 7.201 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

   - Login to the eG administrative interface as 'admin'.
   - Follow the menu sequence, *Configure -> Settings*. In the **SETTINGS** page that appears, select the **General** node under the **Manager Settings** node of the **Settings** tree.

- From the **MANAGER SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
    - To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the Cancel button.

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

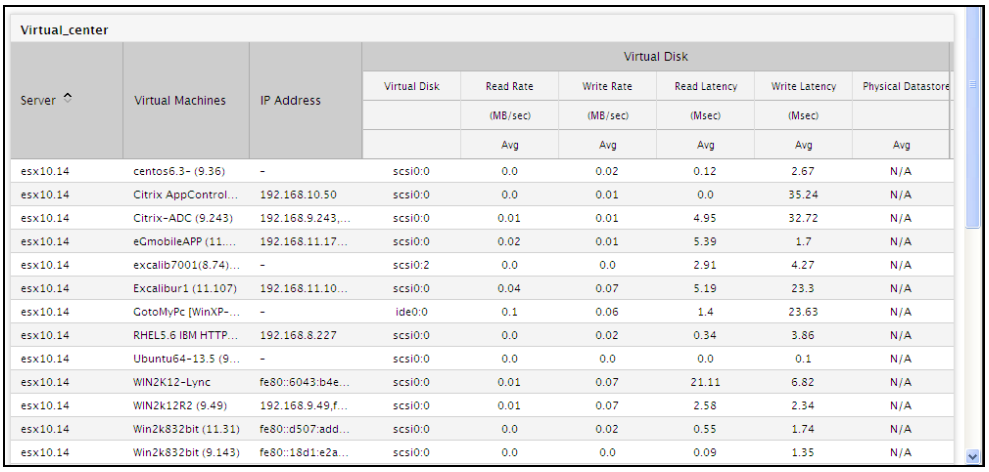
- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_DATASTORE]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma- separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

11. Next, indicate the report **Timeperiod**.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_ DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_ PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button. 7.3.1.2 will then appear.



Virtual_center

Server	Virtual Machines	IP Address	Virtual Disk					
			Virtual Disk	Read Rate (MB/sec)	Write Rate (MB/sec)	Read Latency (Msec)	Write Latency (Msec)	Physical Datastore
				Avg	Avg	Avg	Avg	Avg
esx10.14	centos6.3- (9.36)	-	scsi0:0	0.0	0.02	0.12	2.67	N/A
esx10.14	Citrix AppControl...	192.168.10.50	scsi0:0	0.0	0.01	0.0	35.24	N/A
esx10.14	Citrix-ADC (9.243)	192.168.9.243,...	scsi0:0	0.01	0.01	4.95	32.72	N/A
esx10.14	eGmobileAPP (11....	192.168.11.17...	scsi0:0	0.02	0.01	5.39	1.7	N/A
esx10.14	excalib7001(8.74)...	-	scsi0:2	0.0	0.0	2.91	4.27	N/A
esx10.14	Excalibur1 (11.107)	192.168.11.10...	scsi0:0	0.04	0.07	5.19	23.3	N/A
esx10.14	GotoMyPc [WinXP-...	-	ide0:0	0.1	0.06	1.4	23.63	N/A
esx10.14	RHEL5.6 IBM HTTP...	192.168.8.227	scsi0:0	0.0	0.02	0.34	3.86	N/A
esx10.14	Ubuntu64-13.5 (9...	-	scsi0:0	0.0	0.0	0.0	0.1	N/A
esx10.14	WIN2K12-Lync	fe80::6043:b4e...	scsi0:0	0.01	0.07	21.11	6.82	N/A
esx10.14	WIN2k12R2 (9.49)	192.168.9.49,f...	scsi0:0	0.01	0.07	2.58	2.34	N/A
esx10.14	Win2k832bit (11.31)	fe80::d507:add...	scsi0:0	0.0	0.02	0.55	1.74	N/A
esx10.14	Win2k832bit (9.143)	fe80::18d1:e2a...	scsi0:0	0.0	0.0	0.09	1.35	N/A

Figure 7.203: The DataStores VM Details Report

14. If the **All** option had been chosen from the **Virtual Machine** list, 7.3.1.2 will list all the VMs on the selected **Physical Server**. For each VM, the report will reveal the name of the virtual disk and physical datastore that has been assigned to that VM. The space usage, I/O activity, and read/write latency experienced by that virtual disk and physical datastore will also be displayed in the report. With the help of this report, you can determine the following:

    - Which virtual disks and physical datastores have been utilized excessively?
    - Which virtual disks and physical datastores have been utilizing high latencies?
    - Which VMs on the host are using these problematic virtual disks and physical datastores?
    - Which VMs are responsible for the abnormal space usage on a virtual disk?
    - Which VMs are affected by the abnormal space usage on an assigned virtual disk/physical datastore?

15. Clicking on any measure value in this report will lead you to a measure graph revealing the variations in that measure during the last hour.

7.3.2 Virtualization - VMware VMotion Report

VMware VMotion technology, unique to VMware, leverages the complete virtualization of servers, storage and networking to migrate an entire running virtual machine instantaneously from a failing/underperforming server to a healthy one, to ensure high availability of the virtual machine.

In large, mission-critical virtualized environments with hundreds of hosts and VMs, the vCenter may migrate VMs frequently and in large numbers, so as to avoid service outages and performance degradations. Administrators of such environments might therefore find it difficult to manually track

the movement of the virtual machines; as a consequence, they might not be able to determine the type/status of the migration activities, or accurately identify the current location of a VM. The absence of a specialized migration monitoring mechanism also renders these administrators unable to isolate resource-hungry VMs and resource-deficient hosts in the target environment.

To address these concerns, eG Reporter allows the generation of a specialized **VMotion Report**. Using the graphical/tabulated results provided by this report, administrators can perform the following:

- Easily observe and effectively analyze the migration activity over time, and understand the types of migration that were performed during the stated time;
- Detect failed migrations, identify the user(s) responsible for the same, and diagnose the reasons for the failure;
- Track the movement of specific VMs and accurately identify their current destination;
- Instantly identify under- performing hosts and/or resource- intensive guests in the target environment, on the basis of the migration activity;

In order to enable the administrator to accomplish the above, the **VMotion Report** page allows you to generate three different types of reports, namely - the **VMotion Summary & Top N (Graph)**, **VMotion Summary & Top N (Data)**, and **VMotion Details** report.

The sections that follow will discuss each of these report types in detail.

VMotion Summary & Top N (Graph) Report and VMotion Summary & Top N (Data) Report

These two reports enable you to take stock of the extent, nature, and status of the migration activity across the environment during a given period of time. While the **VMotion Summary & Top N (Graph)** report graphically represents the migration details, the **VMotion Summary & Top N (Data)** report tabulates the same results.

Besides revealing the total number, type, and status of migrations that have taken place in the environment during the given period, these reports help determine the following:

- Which VM was migrated the maximum number of times?
- What type of migration was most common in the environment during the designated period?
- On which days was the migration activity very high?
- From which ESX host/cluster were the maximum number of migrations performed?
- To which ESX host/cluster were the maximum number of VMs migrated?

- Which VM migration failed the maximum number of times?
- From which ESX host/cluster were the maximum number of failed migrations attempted?
- The migrations to which ESX host/cluster failed often?

By periodically reviewing these results, you can identify those VMs that were migrated often, and also those ESX hosts/clusters from which VMs have been frequently moved out - since VM migration is typically driven by the resource availability with a host and the resource usage by a VM, you can accurately isolate resource-intensive VMs and unhealthy hosts/clusters with the help of this report.

To generate these reports, follow the steps given below:

1. Select **VMotion** from the **Virtualization** node of the **REPORTS BY FUNCTION** tree in the eG Reporter.

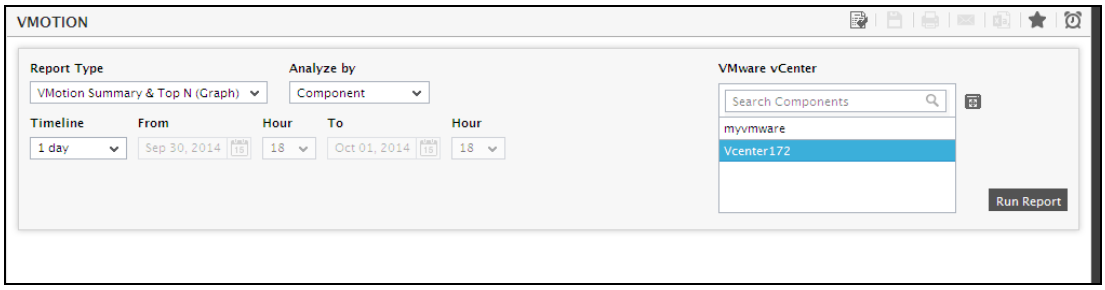


Figure 7.204: Specifying the criteria for generating a VMotions Summary Report

2. When Figure 7.204 appears, first, indicate the **Report Type**. Set **VMotion Summary & Top N (Graph)** or **VMotion Summary & Top N (Data)** as the **Report type**.
3. Next, from the **VMware vCenter** list, select the vCenter server(s) for which the migration report is to be generated. By default, all the managed vCenter servers in your environment will be listed here. This is because, the default selection from the **Analyze by** list is **Component**. You can however narrow your search by opting to view only those vCenter servers that are part of a service/segment/zone in the **VMware vCenter** list. For this, select the **Zone**, **Service**, or **Segment**, option from the **Analyze by** field:
   - Selecting the **Zone** option will allow you to select the desired zone from the **Zone** list box. To include the vCenter servers within a specific subzone also in the **VMware vCenter** list, set the **Include subzone** flag to **Yes**.
   - In the same way, to make the vCenter servers that are part of a particular segment or service available for selection in the **VMware vCenter** list, select **Service** or **Segment** from the

Analyze By list box. Then, select the desired service or segment from the **Service** or **Segment** list.

4. If the **VMware vCenter** list consists of too many vCenter servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **VMware vCenter** list. The **VMWARE VCENTER** pop up window will then appear using which you can view almost all the vCenter servers in a single interface and **Select** the ones for which the report is to be generated.

5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation. By default, **1 day** will be selected from the **Timeline** list box.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **VMware vCenter** servers. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.2). The steps below discuss each of these settings and how they can be customized.

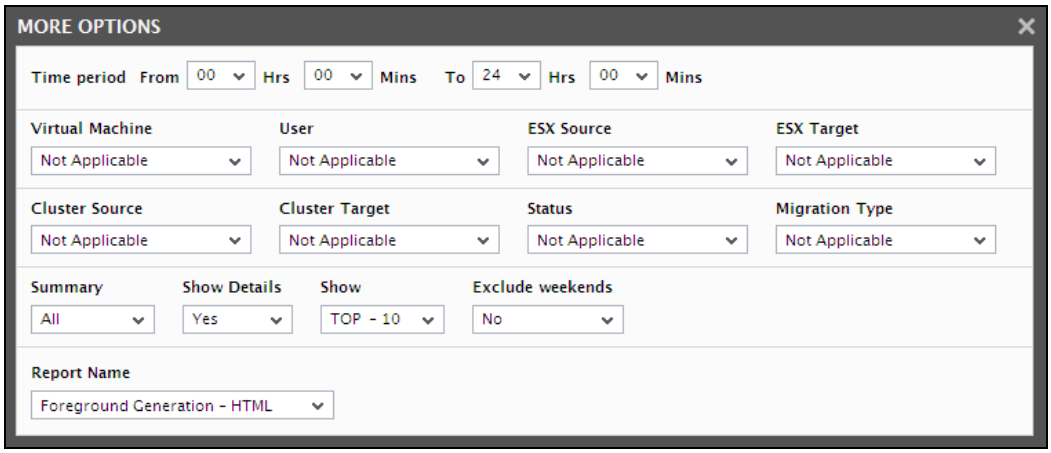


Figure 7.205: The default settings for generating the VMotion report

7. Next, indicate the report **Time period**. By default 00 Hr and 24 Min, 24 Hr and 00 Min will be selected in the **From** and **To** fields.
8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes **Saturday** and **Sunday**. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[VIRTUAL_CENTER]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.
9. By default, this report provides a quick summary of the migrations related to all the VMs managed by the chosen vCenter servers. Accordingly, the *All* option is chosen by default in the **Virtual Machine** list. To view a report pertaining to a particular VM instead, select a specific VM from the **Virtual Machine** list.
10. To view a report on migrations that were initiated by a specific user, select the user name from the **User** list box. The default report however pertains to all users; accordingly, the *All* option is chosen by default from the **User** list.
11. If you want to view a report on VMs that were migrated from a particular ESX server, then select the server from the esx **Source** list. By default, this report provides the details of migrations from

all ESX servers managed by the chosen vCenter server. Accordingly, the *All* option is chosen by default from the esx **Source** list.

12. For a report on VMs that were moved to a particular ESX server, select the destination server from the esx **Target** list. By default however, this report focuses on VM migrations to all the ESX servers managed by the selected vCenter servers. Accordingly, the *All* option is chosen by default from the **ESX Target** list.
13. If you want to view a report on VMs that were migrated from a particular cluster, then select the cluster from the C**luster Source** list. By default, this report provides the details of migrations from all clusters managed by the chosen vCenter server. Accordingly, the *All* option is chosen by default from the **Cluster Source** list.
14. For a report on VMs that were moved to a particular cluster, select the destination cluster from the **Cluster Target** list. By default however, this report focuses on VM migrations to all the clusters managed by the selected vCenter servers. Accordingly, the *All* option is chosen by default from the **Cluster Target** list.
15. By default, this report provides a summary of all migrations that occurred in an environment, regardless of their status. This explains why the default option chosen from the **Status** list is *All*. However, to view a report on the migrations of a particular state, select **Success** or **Failure** from the **Status** list.
16. Similarly, you can configure the report to provide the summary of migrations of a particular type, by selecting one of the following types from the **Migration Type** list:

    - **DRS**: Refers to DRS-recommended migrations
    - **Hot:** Refers to powered-on virtual machines moved from one server to another
    - **Manual:** Refers to powered-off or suspended virtual machines moved from one server to another

    By default however, this report provides migration summaries for all types of migrations; accordingly, the *All* option is chosen by default from the **Migration Type** list.

17. By default, every **VMotion Summary** report (be it **Graph** or **Data**) generated using this page includes a **VMotion Migration Summary Details** section that provides an environment-wide overview of the migration activity during the specified **Timeline**. You can however, optionally configure this report to include a few/more additional summary sections that focus on a particular aspect of migration, namely - the VM, the source ESX host, the target ESX host, the source cluster, and the target cluster. By choosing an option from the **Summary** list box, you can

indicate what additional summaries the report should include:

- **VM** : If the *All* option is chosen from the **Virtual Machine** list and the **Show Details** flag is set to **Yes**, then, selecting the vm option from the **Summary** list ensures that the report includes additional sections that provide a VM-level migration summary - these sections indicate the VMs that have been migrated the maximum number of times, and the VMs with the highest number of migration failures.
- **Source ESX** : If the *All* option is chosen from the **ESX Source** list and the **Show Details** flag is set to **Yes**, then, selecting the **Source ESX** option from the **Summary** list results in a report that includes additional sections that provide a source-level migration summary - these sections indicate the ESX servers that have been the source of the maximum number of successful migrations and failed migrations.
- **Target ESX** : If the *All* option is chosen from the **ESX Target** list and the **Show Details** flag is set to **Yes**, then, selecting the **Source ESX** option from the **Summary** list results in a report that includes additional sections that provide a migration summary with a destination-focus - these sections indicate the target ESX servers to which the highest number of VMs have been migrated and the target ESX servers with the maximum failed migrations.
- **Source Cluster** : If the *All* option is chosen from the C**luster Source** list and the **Show Details** flag is set to **Yes**, then, selecting the **Source Cluster** option from the **Summary** list results in a report that includes additional sections that provide a cluster-level migration summary - these sections indicate the clusters that have been the source of the maximum number of successful migrations and failed migrations.
- **Target Cluster** : If the *All* option is chosen from the **Cluster Target** list and the **Show Details** flag is set to **Yes**, then, selecting the **Target Cluster** option from the **Summary** list results in a report that includes additional sections that indicate the target clusters to which the highest number of VMs have been migrated and the target clusters with the maximum failed migrations.
- **All** : By default, this option is chosen from the **Summary** list. In this case, if the **Show Details** flag is set to **Yes**, then, the additional sections that the report embeds will provide all the above-mentioned information.

18. By default, this report only provides an environment-wide migration summary displaying the total number of migrations that have occurred across all the chosen vCenter servers during the designated period, and the type-wise break-up of migrations. Accordingly, the **Show Details** flag is set to **No** by default. If this flag is set to **Yes** instead, then additional sections will be displayed according to the option chosen from the **Summary** list.

Note:

By default, this report provides all the filter options discussed in step 11 to step 20 above, so that you an customize the summary report to suit your needs. If need be, you can hide the filter options and thus make sure that the report displays a summary of all the migrations that occurred in the environment during the specified **Timeline**. To achieve this, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **VIRTUAL_CENTER_VMOTION** section of the file, set the **ShowFilters** flag to **false**. By default, this flag is set to **true**.
- Finally, save the file.

Once this is done, all the filter options starting from the **Virtual Machine** list box to the **Summary** list box will no longer appear in the report page. This implies that after specifying the report **Timeline**, you will have to switch to step 20 of this procedure to proceed with the report generation.

19. To view the report for top N items or last N items alone, select the required option from the **Show** list box. For instance, to view only the top-2 VMs that have registered the highest number of migrations during the stated period, select the top-2 option from the **Show** list. By default, the TOP - 10 option will be selected.
20. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

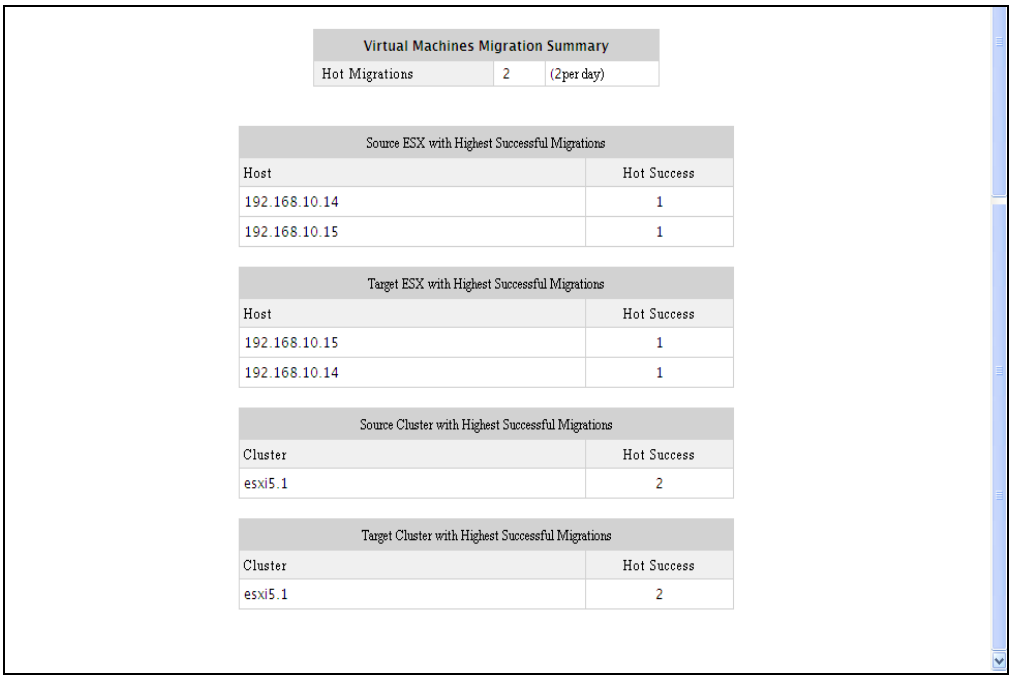
    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_

PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

21. Finally, click on the **Run Report button**.
22. If the **Report Type** chosen is **VMotion Summary & Top N (Graph)** and the **Show Details** flag is set to **No**, then, the resulting report (see Figure 7.206) will display a **Virtual Machines Migration Summary**, which enables you to quickly receive a fair understanding of the volume of the migration activity in your environment during the specified **Timeline**. The total migrations, the number of migrations per type, and the number of failed migrations are available here.

Figure 7.206: The default VMotion Summary & Top N (Graph) report

23. Clicking on the **Total migrations** value in the **Virtual Machines Migrations Summary** table leads you to the vmotion details report that provides complete details of all the migrations that occurred in the environment during the specified **Timeline**. Similarly, you can click on the number of drs **migrations**, **Hot migrations**, **Manual migrations**, or **Failed migrations** in the table to view the details of migrations of that type.



Virtual Machines Migration Summary		
Hot Migrations	2	(2per day)

Source ESX with Highest Successful Migrations	
Host	Hot Success
192.168.10.14	1
192.168.10.15	1

Target ESX with Highest Successful Migrations	
Host	Hot Success
192.168.10.15	1
192.168.10.14	1

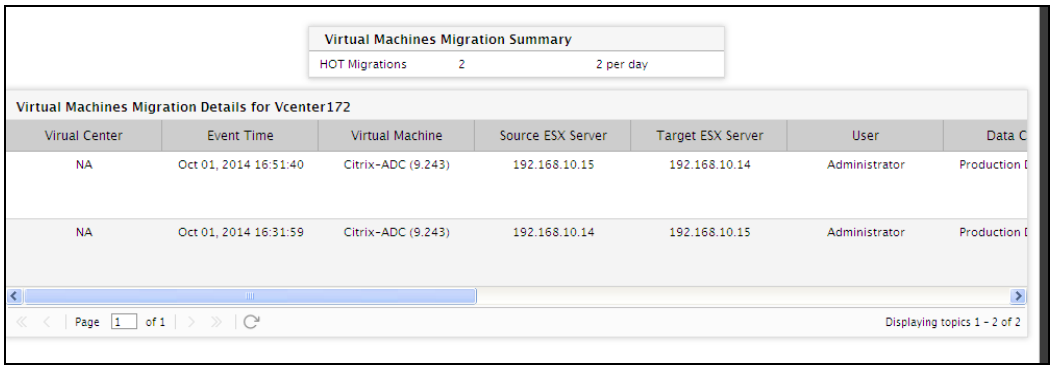
Source Cluster with Highest Successful Migrations	
Cluster	Hot Success
esxi5.1	2

Target Cluster with Highest Successful Migrations	
Cluster	Hot Success
esxi5.1	2

Figure 7.207: A VMotions Details report that provides details of all migrations that occurred in the specified Timeline

24. Below the **Virtual Machines Migration Summary** table of Figure 7.206, you will find a **Virtual Machines Migration Chart** that enables you to figure out how many migrations occurred every day during the specified **Timeline**, how many of them failed, and also the migration types. Using this chart, you can instantly identify those days on which the migration activity peaked, and the exact day on which they failed.

25. To view the complete details of the migrations of a particular type on a specific day, click on the corresponding division in the bar chart of Figure 7.207. This will invoke Figure 7.208, where you can view more details about that migration type.



Virtual Machines Migration Summary		
HOT Migrations	2	2 per day

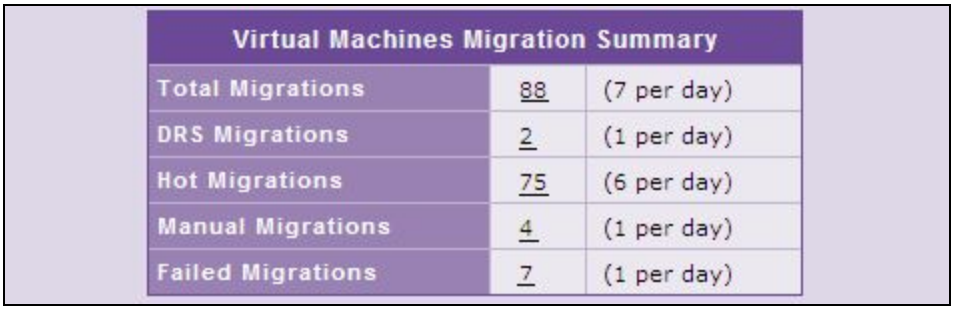
Virtual Machines Migration Details for Vcenter172

Virual Center	Event Time	Virtual Machine	Source ESX Server	Target ESX Server	User	Data C
NA	Oct 01, 2014 16:51:40	Citrix-ADC (9.243)	192.168.10.15	192.168.10.14	Administrator	Production [
NA	Oct 01, 2014 16:31:59	Citrix-ADC (9.243)	192.168.10.14	192.168.10.15	Administrator	Production [

Page 1 of 1 Displaying topics 1 - 2 of 2

Figure 7.208: The VMotion Details report that appears upon clicking a division in the bar chart

26. On the other hand, if the **Report Type** for the summary report is set to **VMotion Summary & Top N (Data)** and the **Show Details** flag is set to **No**, then, the resulting report will only display the **Virtual Machines Migration Summary** table.



Virtual Machines Migration Summary		
Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

Figure 7.209: The default VMotion Summary & Top N (Data) report

27. Now, if the **Show Details** flag is set to **Yes**, and the vm option is chosen from the **Summary** list, then, the **VMotion Summary & Top N (Graph)** report will additionally display 3 bar charts, and the **VMotion Summary & Top N (Data)** report will display 3 additional tables. Each of these bar charts/tables will indicate the following:

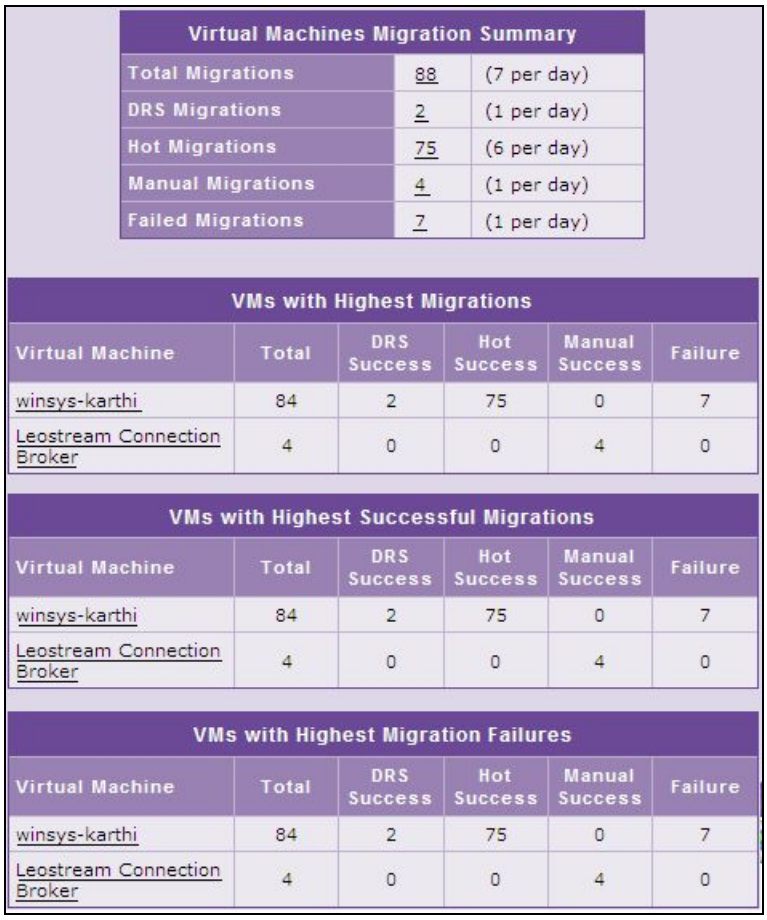
    - The VMs with the highest number of migrations;
    - The VMs with the highest number of successful migrations;
    - The VMs with the highest number of failed migrations;

    From this information, you can easily isolate resource-intensive VMs, and also instantly spot failed migration attempts.

    In case of the **VMotion Summary & Top N (Graph)** report, clicking on any division in any bar graph will allow you to zoom into the details of the migrations of that type for that VM.

    In case of the **VMotion Summary & Top N (Data)** report, clicking on any **Virtual Machine** name in the VM-related sections will take you to a **VMotion Details** report that provides the complete details of all the times that VM was migrated.

Figure 7.210: The VMotion Summary Graph report if the VM option is chosen from the Summary list



Virtual Machines Migration Summary		
Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

VMs with Highest Migrations					
Virtual Machine	Total	DRS Success	Hot Success	Manual Success	Failure
winsys-karthi	84	2	75	0	7
Leostream Connection Broker	4	0	0	4	0

VMs with Highest Successful Migrations					
Virtual Machine	Total	DRS Success	Hot Success	Manual Success	Failure
winsys-karthi	84	2	75	0	7
Leostream Connection Broker	4	0	0	4	0

VMs with Highest Migration Failures					
Virtual Machine	Total	DRS Success	Hot Success	Manual Success	Failure
winsys-karthi	84	2	75	0	7
Leostream Connection Broker	4	0	0	4	0

Figure 7.211: The VMotion Data Report if the VM option is chosen from the Summary list

28. Similarly, if the **Show Details** flag is set to **Yes**, and the **Source ESX** option is chosen from the **Summary** list, then, the **VMotion Summary & Top N (Graph)** report will additionally display 3 bar charts, and the **VMotion Summary & Top N (Data)** report will display 3 additional tables. Each of these bar charts/tables will indicate the following:

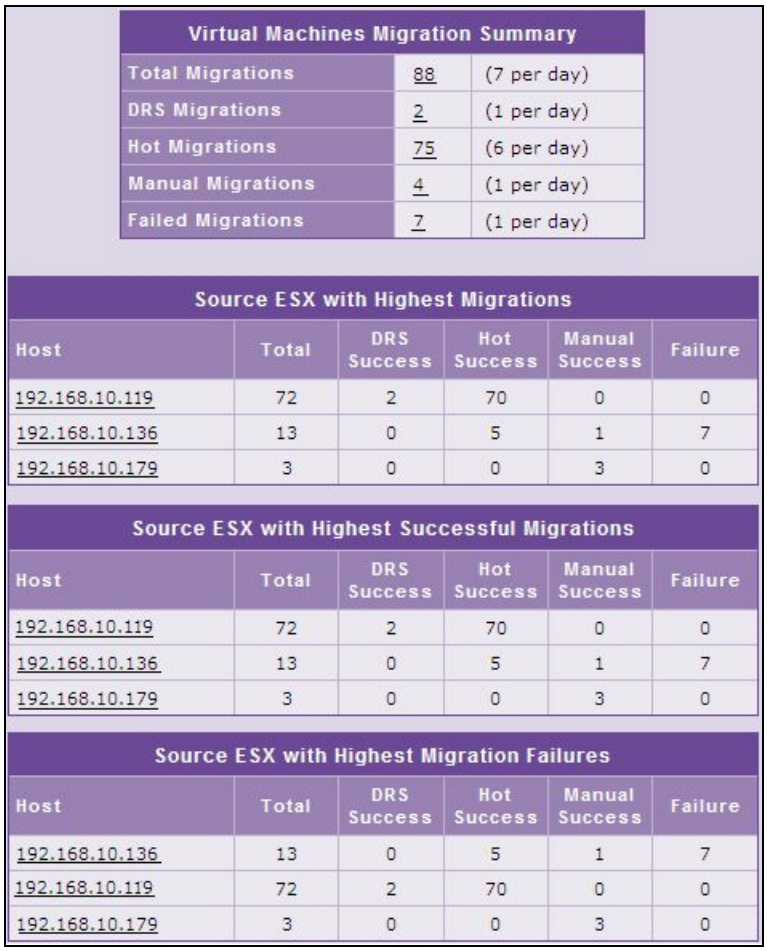
    - The ESX servers from which the highest number of migrations have been performed;
    - The ESX servers from which the highest number of successful migrations have been performed;
    - The ESX servers with the highest number of failed migrations;

    From this information, you can easily isolate hosts that are experiencing a contention for resources.

    In case of the **VMotion Summary & Top N (Graph)** report, clicking on any division in any bar graph will allow you to zoom into the details of the migrations of that type for that ESX server.

In case of the **VMotion Sumary & Top N (Data) report**, clicking on a **Host** in the source-related tables will lead you to a **VMotion Details** report pertaining to that host.

Figure 7.212: The VMotion Summary Graph report if the Source ESX option is chosen from the Summary list



Virtual Machines Migration Summary

Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

Source ESX with Highest Migrations

Host	Total	DRS Success	Hot Success	Manual Success	Failure
192.168.10.119	72	2	70	0	0
192.168.10.136	13	0	5	1	7
192.168.10.179	3	0	0	3	0

Source ESX with Highest Successful Migrations

Host	Total	DRS Success	Hot Success	Manual Success	Failure
192.168.10.119	72	2	70	0	0
192.168.10.136	13	0	5	1	7
192.168.10.179	3	0	0	3	0

Source ESX with Highest Migration Failures

Host	Total	DRS Success	Hot Success	Manual Success	Failure
192.168.10.136	13	0	5	1	7
192.168.10.119	72	2	70	0	0
192.168.10.179	3	0	0	3	0

Figure 7.213: The VMotion Data Report if the Source ESX option is chosen from the Summary list

29. With the **Show Details** flag set to **Yes**, if you pick the **Target ESX** option from the **Summary** list, then, the **VMotion Summary & Top N (Graph)** report will additionally display 3 bar charts, and the **VMotion Summary & Top N (Data)** report will display 3 additional tables. Each of these bar charts/tables will indicate the following:

    - The ESX servers to which VMs have been migrated the maximum number of times;
    - The ESX servers to which the highest number of successful migrations have been performed;
    - The ESX servers to which the largest number of migrations failed;

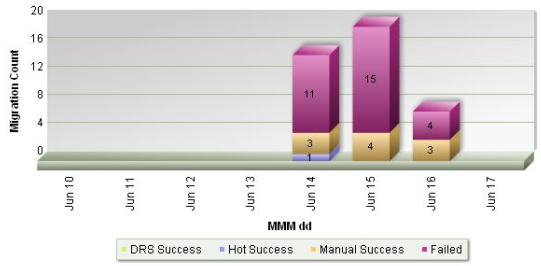
    Besides detecting failed migration attempts, this information enables you to identify ESX hosts that are healthy.

    In case of the **VMotion Summary & Top N (Graph)** report, clicking on any division in any bar graph will allow you to zoom into the details of the migrations of that type for that ESX server.

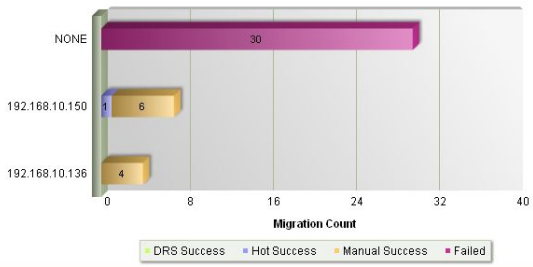
In case of the **VMotion Summary & Top N (Data)** report, clicking on any target **Host** in the target-related sections will allow you to view the complete details of all the migrations for which that host was the target.

Virtual Machines Migration Summary for vCenter125 - --Default-- Zone		
Total Migrations	41	(6 per day)
DRS Migrations	0	(0 per day)
Hot Migrations	1	(1 per day)
Manual Migrations	10	(2 per day)
Failed Migrations	30	(5 per day)

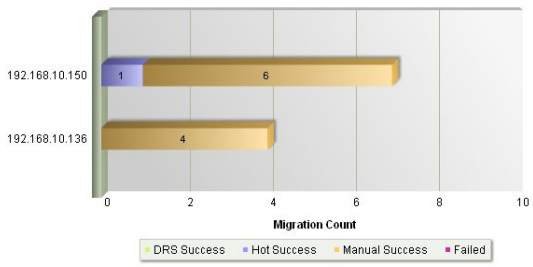
Virtual Machines Migration Chart for vCenter125 - --Default-- Zone



Target ESX with Highest Migrations



Target ESX with Highest Successful Migrations



Target ESX with Highest Migration Failures

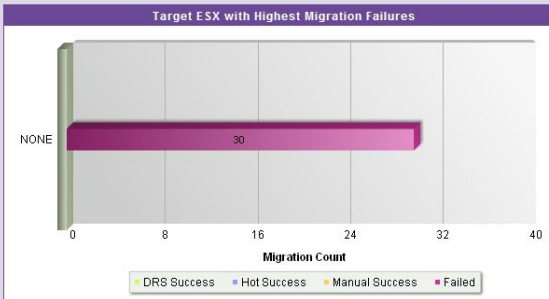
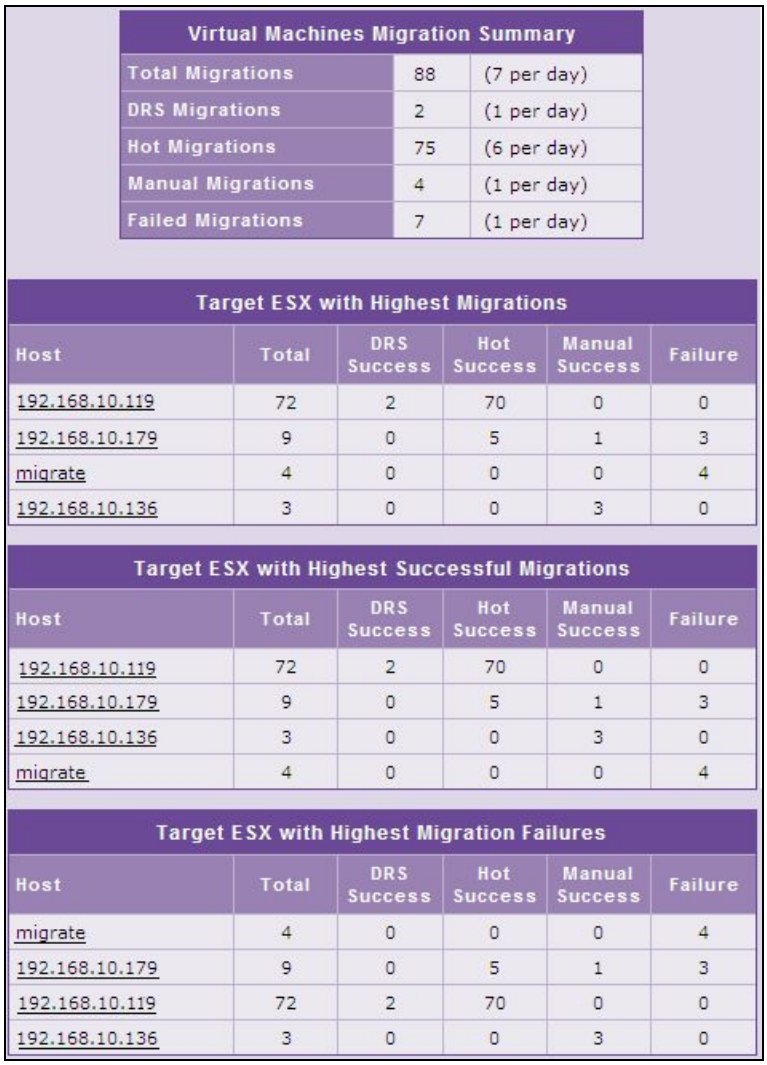


Figure 7.214: The VMotion Summary Graph report if the Target ESX option is chosen from the Summary list



Virtual Machines Migration Summary

Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

Target ESX with Highest Migrations

Host	Total	DRS Success	Hot Success	Manual Success	Failure
192.168.10.119	72	2	70	0	0
192.168.10.179	9	0	5	1	3
migrate	4	0	0	0	4
192.168.10.136	3	0	0	3	0

Target ESX with Highest Successful Migrations

Host	Total	DRS Success	Hot Success	Manual Success	Failure
192.168.10.119	72	2	70	0	0
192.168.10.179	9	0	5	1	3
192.168.10.136	3	0	0	3	0
migrate	4	0	0	0	4

Target ESX with Highest Migration Failures

Host	Total	DRS Success	Hot Success	Manual Success	Failure
migrate	4	0	0	0	4
192.168.10.179	9	0	5	1	3
192.168.10.119	72	2	70	0	0
192.168.10.136	3	0	0	3	0

Figure 7.215: The VMotion Data Report if the Target ESX option is chosen from the Summary list

30. With the **Show Details** flag set to **Yes**, if you pick the **Source Cluster** option from the **Summary** list, then, the **VMotion Summary & Top N (Graph)** report will additionally display 3 bar charts, and the **VMotion Summary & Top N (Data)** report will display 3 additional tables. Each of these bar charts/tables will indicate the following:

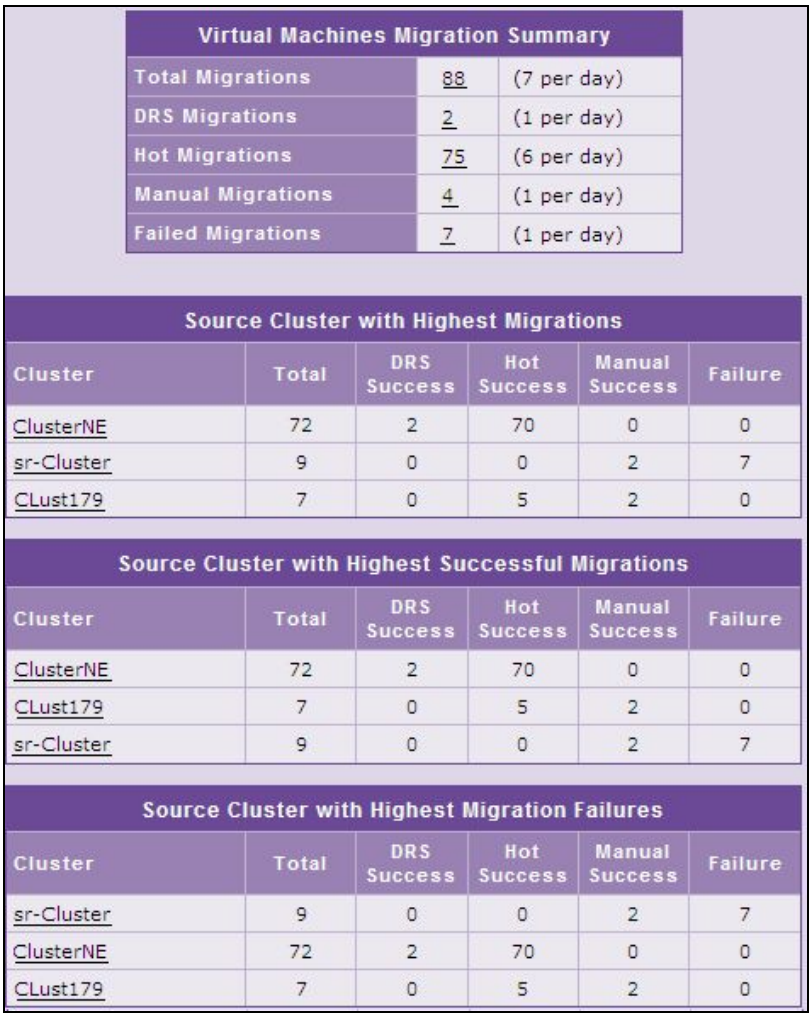
- The clusters from which VMs have been migrated the maximum number of times;
- The clusters from which the highest number of successful migrations have been performed;
- The clusters to which the largest number of migrations failed;

Besides detecting failed migration attempts, this information enables you to identify unhealthy clusters.

In case of the **VMotion Summary & Top N (Graph)** report, clicking on any division in any bar graph will allow you to zoom into the details of the migrations of that type for that cluster.

In case of the **VMotion Summary & Top N (Data)** report, clicking on a **Source Cluster** in the source-related sections will enable you to view a **VMotion Details** report pertaining to that cluster.

Figure 7.216: The VMotion Summary Graph report if the Source Cluster option is chosen from the Summary list



Virtual Machines Migration Summary		
Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

Source Cluster with Highest Migrations

Cluster	Total	DRS Success	Hot Success	Manual Success	Failure
ClusterNE	72	2	70	0	0
sr-Cluster	9	0	0	2	7
CLust179	7	0	5	2	0

Source Cluster with Highest Successful Migrations

Cluster	Total	DRS Success	Hot Success	Manual Success	Failure
ClusterNE	72	2	70	0	0
CLust179	7	0	5	2	0
sr-Cluster	9	0	0	2	7

Source Cluster with Highest Migration Failures

Cluster	Total	DRS Success	Hot Success	Manual Success	Failure
sr-Cluster	9	0	0	2	7
ClusterNE	72	2	70	0	0
CLust179	7	0	5	2	0

Figure 7.217: The VMotion Data Report if the Source Cluster option is chosen from the Summary list

31. If you select the **Target Cluster** option from the **Summary** list, and set the **Show Details** flag to **Yes,** then, the **VMotion Summary & Top N (Graph)** report will additionally display 3 bar charts, and the **VMotion Summary & Top N (Data)** report will display 3 additional tables. Each of these bar charts/tables will indicate the following:

    - The clusters to which VMs have been migrated the maximum number of times;
    - The clusters to which the highest number of successful migrations have been performed;
    - The clusters to which the largest number of migrations failed;

    Besides detecting failed migration attempts, this information enables you to identify clusters that are healthy.

    In case of the **VMotion Summary & Top N (Graph)** report, clicking on any division in any bar graph will allow you to zoom into the details of the migrations of that type for that cluster.

In case of the **VMotion Summary & Top N (Data)** report, clicking on any a target **Cluster** in the target-related sections will allow you to view the **VMotion Details** report revealing the details of all migrations made to that cluster.

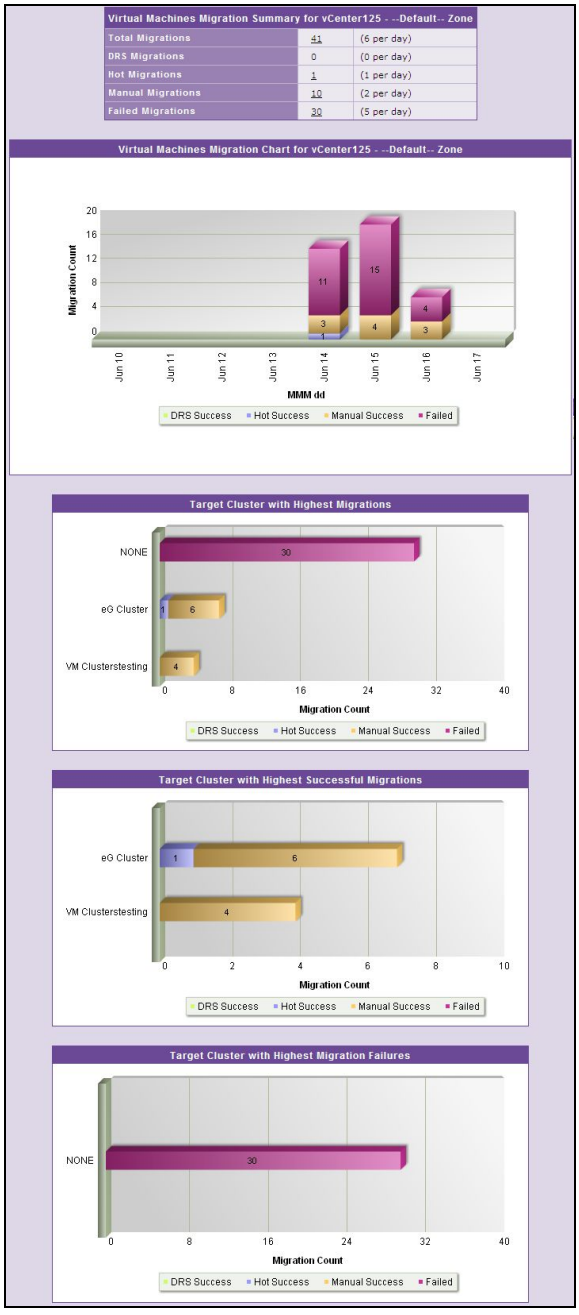
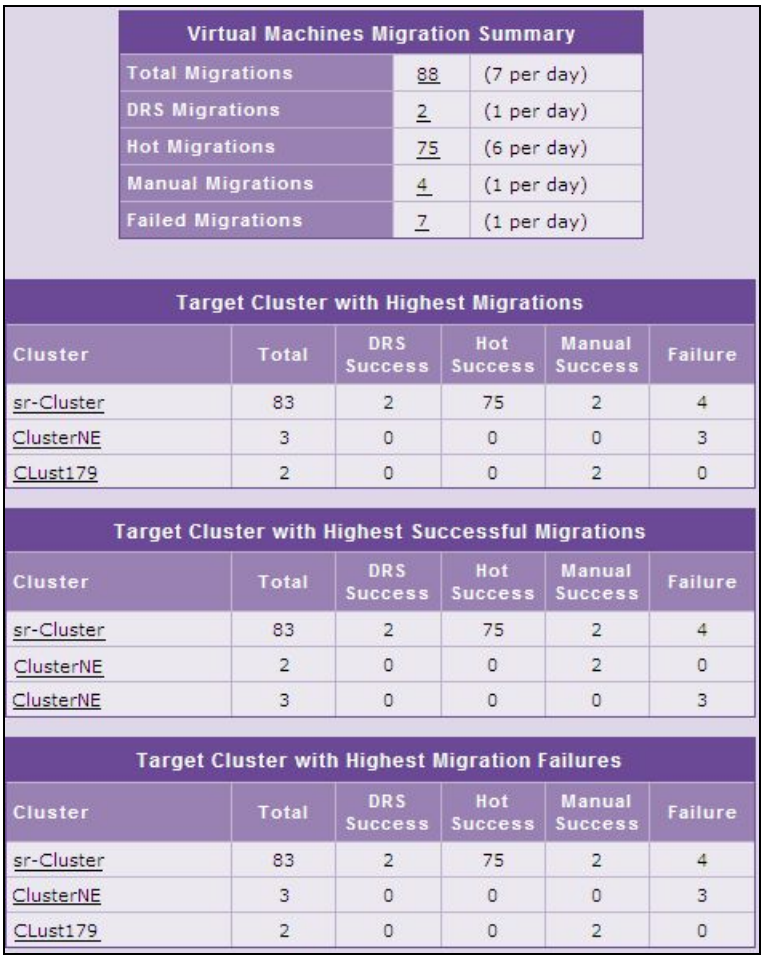


Figure 7.218: The VMotion Summary Graph report if the Target ESX option is chosen from the Summary list



Virtual Machines Migration Summary		
Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

Target Cluster with Highest Migrations					
Cluster	Total	DRS Success	Hot Success	Manual Success	Failure
sr-Cluster	83	2	75	2	4
ClusterNE	3	0	0	0	3
CLust179	2	0	0	2	0

Target Cluster with Highest Successful Migrations					
Cluster	Total	DRS Success	Hot Success	Manual Success	Failure
sr-Cluster	83	2	75	2	4
ClusterNE	2	0	0	2	0
ClusterNE	3	0	0	0	3

Target Cluster with Highest Migration Failures					
Cluster	Total	DRS Success	Hot Success	Manual Success	Failure
sr-Cluster	83	2	75	2	4
ClusterNE	3	0	0	0	3
CLust179	2	0	0	2	0

Figure 7.219: The VMotion Data Report if the Target ESX option is chosen from the Summary list

VMotion Details Report

In addition to providing a macro view of the migration activity performed by chosen vCenter servers, the **VMotion Details** report provides detailed information pertaining to every migration, thus shedding light on the following:

- Which ESX servers and/or clusters has a VM 'visited' during the given period?
- When did every migration occur?
- Where is the VM currently located?
- Which migration attempt failed and why?

To generate this report, do the following:

1. Select **VMotion** from the **Virtualization** node of the **REPORTS BY FUNCTION** tree in the eG Reporter.

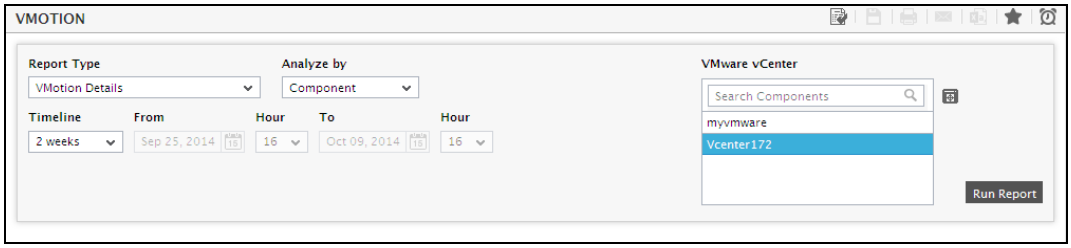


Figure 7.220: Generating the VMotion Details report

2. When Figure 7.220 page appears, first, indicate the **Report Type**. Set **VMotion Details** as the **Report Type**.
3. Next, from the **VMware vCenter** list, select the vCenter server(s) for which the migration report is to be generated. By default, all the managed vCenter servers in your environment will be listed here. This is because, the default selection from the **Analyze by** list is **Component**. You can however narrow your search by opting to view only those vCenter servers that are part of a service/segment/zone in the **VMware vCenter** list. For this, select the **Zone**, **Service**, or **Segment**, option from the **Analyze by** field:
   - Selecting the **Zone** option will allow you to select the desired zone from the **Zone** list box. To include the vCenter servers within a specific subzone also in the **VMware vCenter** list, set the **Include subzone** flag to **Yes**.
   - In the same way, to make the vCenter servers that are part of a particular segment or service available for selection in the **VMware vCenter** list, select **Service** or **Segment** from the **Analysis By** list box. Then, select the desired service or segment from the **Service** or **Segment** list.
4. If the **VMware vCenter** list consists of too many vCenter servers, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **VMware vCenter** list. The **VMWARE VCENTER** pop up window will then appear using which you can view almost all the vCenter servers in a single interface and select the ones for which the report is to be generated.
5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation. By default, **1 day** will be selected from the **Timeline** list box.

   Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **VMware vCenter** servers. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.221). The steps below discuss each of these settings and how they can be customized.

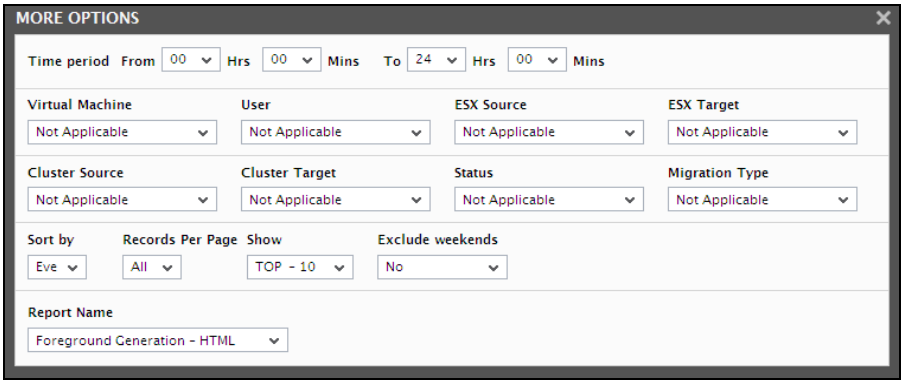


Figure 7.221: The default settings for generating the VMotion Details report

7. Next, indicate the report **Time period**. By default 00 Hr and 24 Min, 24 Hr and 00 Min will be selected in the **From** and **To** fields.

8. If the timeline specified for the report needs to exclude the data collected during the Weekends,

then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_CENTER]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

9. By default, this report provides details of the migrations related to all the VMs managed by the chosen vCenter servers. Accordingly, the *All* option is chosen by default in the **Virtual Machine** list. To view a report pertaining to a particular VM instead, select a specific VM from the **Virtual Machine** list.
10. To view a report on migrations that were initiated by a specific user, select the user name from the **User** list box. The default report however pertains to all users; accordingly, the *All* option is chosen by default from the **User** list.
11. If you want to view a report on VMs that were migrated from a particular ESX server, then select the server from the esx **Source** list. By default, this report provides the details of migrations from all ESX servers managed by the chosen vCenter server. Accordingly, the *All* option is chosen by default from the esx **Source** list.
12. For a report on VMs that were moved to a particular ESX server, select the destination server from the esx **Target** list. By default however, this report focuses on VM migrations to all the ESX servers managed by the selected vCenter servers. Accordingly, the *All* option is chosen by default from the esx **Target** list.
13. If you want to view a report on VMs that were migrated from a particular cluster, then select the cluster from the **Cluster Source** list. By default, this report provides the details of migrations from all clusters managed by the chosen vCenter server. Accordingly, the *All* option is chosen by default from the **Cluster Source** list.
14. For a report on VMs that were moved to a particular cluster, select the destination cluster from the **Cluster Target** list. By default however, this report focuses on VM migrations to all the clusters managed by the selected vCenter servers. Accordingly, the *All* option is chosen by default from the **Cluster Target** list.

15. By default, this report provides a summary of all migrations that occurred in an environment, regardless of their status. This explains why the default option chosen from the **Status** list is *All*. However, to view a report on the migrations of a particular state, select **Success** or **Failure** from the **Status** list.
16. Similarly, you can configure the report to provide the details of migrations of a particular type, by selecting one of the following types from the **Migration Type** list:
    - **DRS**: Refers to DRS-recommended migrations
    - **Hot:** Refers to powered-on virtual machines moved from one server to another
    - **Manual:** Refers to powered-off or suspended virtual machines moved from one server to another

    By default however, this report provides details of all types of migrations; accordingly, the *All* option is chosen by default from the **Migration Type** list.
17. By default, this report displays only **10** records per page. To view a more or a less number of records in every page, select a different number from the **Records Per Page** list box.
18. By default, this report is sorted in the descending order of the date and time at which each migration occurred. Accordingly, the **Event Time** option is chosen by default from the **Sort By** list. To change the sort order, pick a different option from the **Sort By** list.
19. By default, this report displays only the details of the top-10 migrations, based on the chosen sort order. Accordingly, the **Show** list is set to top-10 by default. To change the 'N' in 'Top-N' or 'Last-N', pick a different 'Top' or 'Last' option from the **Show** list.
20. For instance, if the **Show** option is top-10 and the **Sort By** option is **Event Time**, then this report will display only the top-10 most recent migration events. Similarly, if the **Show** option is top-10 and the **Sort By** option chosen is **Virtual Center**, **Virtual Machine**, vm S**ource**, **VM Target, Cluster Source**, or **Cluster Target**, then, the report first sorts the migration records in the alphabetical order of the Virtual Center names, VM names, ESX server names, or cluster names (as the case may be), and then displays only the top-10 records of the sorted list.
21. On the other hand, if the **Show** list is set to **Top-10** and the **Sort By** option chosen is **Success**, then the report first arranges all successful migration events in the ascending order of their migration types (DRS, Hot, Manual), and then displays only the top-10 records of the sorted list. Likewise, if the **Sort By** option chosen is **Failure**, then the report first arranges all the failed migration events in the descending order of their migration types (Manual, Hot, DRS), and then, displays only the top-10 records of this list.
22. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

23. Finally, click on the **Run Report** button.
24. If the **Report Generation** mode is **Foreground Generation -** html, then, clicking the **Run Report** button will display a **Virtual Machine Migration Summary** that provides an overview of the migration activity that occurred during the specified **Timeline**. Below this table you will find a **Virtual Machines Migration Details** section that provides elaborate details of every VM migration that took place in the environment during the given period. These details include the following:

    - The **Virtual Center** that manages the VM that was migrated;
    - The **Event Time** - i.e., the date and time at which the migration event took place;
    - The **Virtual Machine** that was migrated;
    - The **Source ESX** server from which the VM was migrated;

- The **Target ESX** server to which the VM was moved;
- The **User** who initiated the migration;
- The **Datacenter** involved in the migration;
- The **Source Cluster** from which the VM was migrated;
- The **Target Cluster** to which the VM was migrated;
- Whether the migration was a **Success** or not - displays y if the migration was successful, and n if it failed;
- The **Migration Type** - D for DRS migrations, h for Hot migrations, and m for Manual migrations;
- A brief **Description** of the status of the migration activity - in case of a failed migration, this **Description** will indicate the reasons for the failure;

Virtual Machines Migration Summary

Total Migrations	88	(7 per day)
DRS Migrations	2	(1 per day)
Hot Migrations	75	(6 per day)
Manual Migrations	4	(1 per day)
Failed Migrations	7	(1 per day)

Virtual Machines Migration Details

Virual Center	Event Time	Virtual Machine	Source ESX Server	Target ESX Server	User	Data Center	Source Cluster	Target Cluster	Success	Migration Type *	Description
VC15	Aug 31, 2009 09:35:01	winsys-kar	192.168.10.136	192.168.10.179	john	eG innovations1	winCluster	sr-Cluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 08:35:02	winsys-kar	192.168.10.179	192.168.10.136	john	eG innovations1	sr-Cluster	winCluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 07:35:02	winsys-kar	192.168.10.136	192.168.10.179	john	eG innovations1	winCluster	sr-Cluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 06:35:02	winsys-kar	192.168.10.179	192.168.10.199	john	eG innovations1	sr-Cluster	linCluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 05:35:03	winsys-kar	192.168.10.199	192.168.10.136	john	eG innovations1	linCluster	winCluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 04:35:02	winsys-kar	192.168.10.136	192.168.10.167	john	eG innovations1	winCluster	Cluster1	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 03:35:02	winsys-kar	192.168.10.167	192.168.10.199	john	eG innovations1	Cluster1	linCluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 02:35:03	winsys-kar	192.168.10.199	192.168.10.167	john	eG innovations1	linCluster	Cluster1	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 01:35:07	winsys-kar	192.168.10.167	192.168.10.136	john	eG innovations1	Cluster1	sr-Cluster	Y	H	Task: Migrate Virtual Machine
VC15	Aug 31, 2009 00:35:07	winsys-kar	192.168.10.136	192.168.10.179	john	eG innovations1	winCluster	sr-Cluster	Y	H	Task: Migrate Virtual Machine

* D - DRS, H - Hot, M - Manual

Figure 7.222: The VMotion Details report

25. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it

in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

7.3.3 Virtualization - VM / Host Uptime Analytics Report

Uptime is a key measure of the general health and availability of the critical virtual hosts and VMs in a virtualized infrastructure. Periodic uptime values that the eG agent reports for target hosts/VMs can alert you to unscheduled reboots that occurred recently; however, to effectively assess host/VM availability over time, accurately determine unexpected and prolonged breaks in availability, and accordingly ascertain service level achievements/slippages, a look at the total uptime of a virtual host/VMs and the total number of reboots it experienced over a period of time is necessary. To enable such an analysis for one/more critical components of a virtualized infrastructure, eG Enterprise provides **Uptime Reports**.

Using the **Uptime Reports**, you can figure out the following:

- Which virtual hosts/VMs are the healthiest, in terms of availability?
- Which hosts/VMs have been down for the longest period of time? How long was each server unavailable during the specified timeline?
- How many times during the designated period did a host/VM reboot? How many of these were scheduled reboots? How long was the host/VM down before every reboot?

To generate an uptime report, do the following:

1. Select the **Uptime** option from the **Virtualization** node of the **REPORTS BY FUNCTION** tree.
2. When 7.3.3 appears, first indicate the **Report Type** to be generated. For viewing the uptime details of components in a table, choose the **Data** option. For graphically representing the uptime/downtime of chosen components, select the **Graph** option.

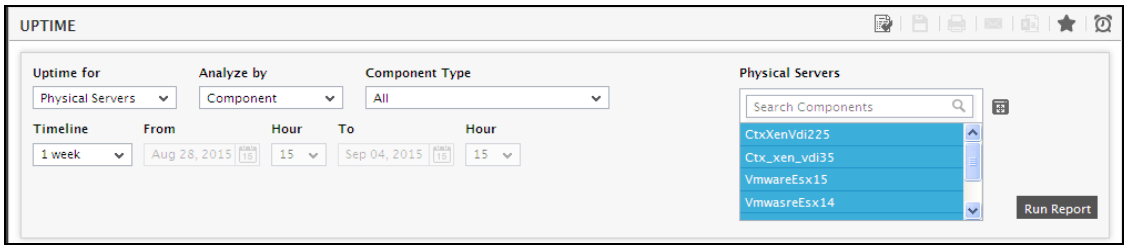


Figure 7.223: Specifying the criteria for Uptime reports

3. Next, pick an option from the **Uptime for** list and indicate whether the report to be generated is for **Physical Servers** or **Virtual Machines**.

4. If the **Physical Servers** option is chosen, then the following steps apply:

   - By default, selecting the **Physical Servers** option from the **Uptime for** list will populate the **Physical Servers** list box in the **Uptime Report** page with all the managed virtual hosts in the target environment. You would then have to pick and choose the physical servers for which the report is to be generated from the **Physical Servers** list box.

     This implies that in the case of large virtualized infrastructures characterized by hundreds of physical servers, a large number of virtual hosts will be made available for selection in the **Physical Servers** list box; selecting the desired elements from this 'endless' list will hence become a painful exercise. To ease the pain involved in choosing the elements for report generation, eG Enterprise provides an **Analyze by** list; by selecting an option from this list, you can quickly condense the **Physical Servers** list and then swiftly identify the elements of interest to you. By default, the **Component** option is chosen from the **Analyze by** list - this indicates that by default, the **Physical Servers** list will display all the the managed virtual hosts in the target environment. The other options in the list include:

     - **Zone**: To generate an uptime report for one/more physical servers that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the physical servers of interest to you belong. An **Include Subzone** flag also appears. Indicate whether the virtual hosts present within the sub-zones of the chosen zone are also to be considered for report generation, by setting the **Include Subzone** flag to **Yes**.
     - **Segment**: If you want to generate an uptime report for one/more physical servers that belong to a segment, select the **Segment** option from **Analyze by** and then pick the **Segment** option from the drop-down list that appears.

- **Service**: If you want to generate an uptime report for one/more physical servers involved in the delivery of a service, select the **Service** option from **Analyze by** and then pick the required Service from the drop-down list that appears.

- Then, to further filter the components listed in the **Physical Servers** list box, pick a **Component Type** - this way, only those virtual hosts that are of the chosen type will be available for selection in the **Physical Servers** list. By default, the *All* option is chosen here indicating that all managed physical servers in the target environment will be displayed in the **Physical Servers** list box, by default.

- Select the physical servers for which uptime reports are to be generated from the **Physical Servers** list box. If this list consists of too many **Physical Servers**, then viewing all the servers and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Physical Servers** list. The **PHYSICAL SERVERS** pop up window will then appear using which so that you can view almost all the servers in a single interface and **Select** the ones for which the report is to be generated.

5. On the other hand, if the **Virtual Machines** option is chosen from the **Uptime for** list, then the following steps apply:

   - By default, selecting the **Virtual Machines** option from the **Uptime for** list will populate the **Virtual Machines** list box that will appear in this case, with all the guest operating systems executing on all the managed physical servers in the environment. You would then have to pick and choose the physical servers for which the report is to be generated from the **Physical Servers** list box.

     This implies that in the case of large virtualized infrastructures characterized by hundreds of physical servers, each hosting tens of guest operating systems, a large number of virtual machines will be made available for selection in the **Virtual Machines** list box; selecting the desired elements from this 'endless' list will hence become a painful exercise. To ease the pain involved in choosing the elements for report generation, eG Enterprise provides an **Analyze by** list; by selecting an option from this list, you can quickly condense the **Virtual Machines** list and then swiftly identify the elements of interest to you. By default, the **Component** option is chosen from the **Analyze by** list - this indicates that by default, the **Virtual Machines** list will display the complete set of VMs that are executing on all the managed virtual hosts in the target environment. The other options in the list include:

     - **Zone**: To generate an uptime report for one/more VMs that have been configured on physical servers that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the physical

servers of interest to you belong. An **Include Subzone** flag also appears. Indicate whether the virtual hosts present within the sub-zones of the chosen zone are also to be considered for report generation, by setting **the Include Subzone** flag to **Yes**.

- **Segment:** If you want to generate an uptime report for those VMs that are executing on virtual hosts that belong to a segment, select the **Segment** option from **Analyze by** and then pick the **Segment** from the drop-down list that appears.
- **Service:** If you want to generate an uptime report for those VMs that are being hosted by the physical servers engaged in service delivery, select the **Service** option from **Analyze by** and then pick the required **Service** from the drop-down list that appears.

- Then, to further filter the components listed in the **Virtual Machines** list box, pick a **Component Type** - this way, only those VMs that are executing on the virtual hosts of the chosen type will be available for selection in the **Virtual Machines** list. By default, the *All* option is chosen here indicating that VMs operating on all managed physical servers in the target environment will be displayed in the **Virtual Machines** list box, by default.
- Select the VMs for which uptime reports are to be generated from the **Virtual Machines** list box. If this list consists of too many VMs, then viewing all the VMs and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Virtual Machines** list. The **VIRTUAL MACHINES** pop up window will then appear using which you can view almost all the VMs in a single interface and select the ones for which the report is to be generated.

6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is

allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Physical Servers** or **Virtual Machines** (as the case may be). However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.224). The steps below discuss each of these settings and how they can be customized.

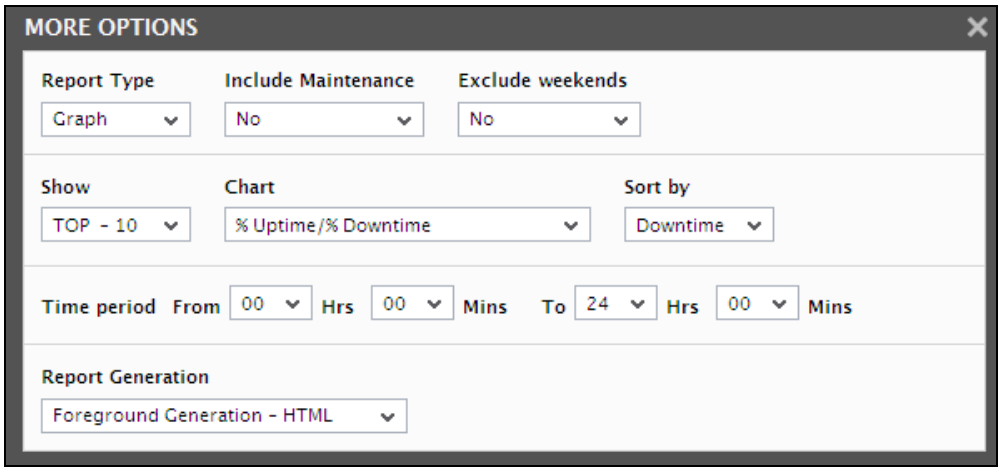


Figure 7.224: The default settings for generating the Uptime Reports

8. By default, the Uptime report ignores all reboots that occur when a 'maintenance policy configuration' is active on a physical server/VM - in other words, such reboots are by default excluded from the count of reboots displayed by the report. This default behavior is governed by the **Include Maintenance** flag, which is set to **No** by default. You can however, optionally configure the Uptime report to include reboots that occur during maintenance periods in its count of reboots. For this, set the **Include Maintenance** flag to **Yes**.

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

10. If the **Report Type** is **Data**, then, a **Show Details** flag will appear set to **No** by default. This indicates that, by default, the resulting **Data** report will not provide reboot details. To view reboot details along with the uptime details, set the **Show Details** flag to **Yes**.

Note:

You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_ INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

11. If the **Report Type** you have chosen is **Graph**, then a **Chart** drop-down list will appear from which you can select how uptime/downtime should be represented in the graph - as a percentage? or in hours?. If the **%Uptime/%Downtime** option is chosen, then the resulting graph will plot the percentage of time for which the selected components have been up/down. On the other hand, if the **Uptime/Downtime** option is selected, then the graph will plot the total number of hours for which the chosen components have been up/down.
12. Next, select the data on the basis of which the report should be sorted. By default, the **Downtime** option is chosen from the **Sort by** list.
13. Since the default **Sort by** option is **Downtime**, by default, the report provides the details of only the top-10 components with the maximum downtime. If a different **Sort by** option, say **Reboots**, is chosen, then the report, by default, will only pertain to the top-10 components in the environment, on the basis of the number of reboots. You can choose a different top-n / last-n option from the **Show** list, if need be.

    Note:

    By default, the values displayed in the **Show** list range from **TOP-10** to **LAST-10**. This is because, the **Showtop** parameter in the **[INFOS]** section of the **eg_report.ini** file (in the <EG_ INSTALL_DIR>\manager\config directory) is set to 10, by default. You can, if required, configure the **Show** list to display a different range of options. For this, specify a different number against the **Showtop** parameter, and save the **eg_report.ini** file.

14. Next, indicate the report **Timeperiod**.

    Note:

    By default, the **Timeperiod** is set to 24 hours. Accordingly, the **From** and **To** parameters in the **[TIMEFRAME]** section of the **eg_ report.ini** file (in the **<EG_ INSTALL_ DIR>\manager\config**directory) are set to 00:00 and 24:00 respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

15. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button.
17. If the **Report Type** is **Graph** and the **Report Generation** mode is **Foreground Generation - HTML**, then clicking the **Run Report** button will reveal a bar graph depicting the uptime and downtime of the chosen components (see 7.3.3). From this graph, you can easily identify the components that have been unavailable during the specified **Timeline**, and the duration of the unavailability.

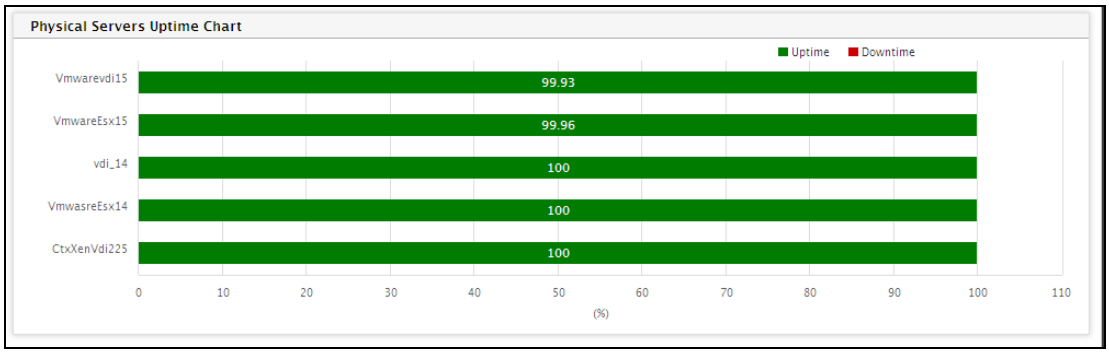


Figure 7.225: The Graphical Uptime report

18. Clicking on the bar corresponding to any of the components displayed in 7.3.3 will invoke 7.3.3 which will allow you to zoom into the uptime details of that particular component. Besides providing a pie chart that depicts the percentage uptime and downtime of the chosen component, 7.3.3 also provides the following useful information:

    - The total duration for which the chosen component was up and running during the specified **Timeline**;
    - The percentage uptime of the component;
    - The total duration for which the chosen component was down during the specified **Timeline**;
    - The percentage downtime of the component;
    - The total number of reboots that the component experienced during the speci**fied Timeline**;
    - A **Reboot Details** section that indicates the following for every reboot:
        - When the component was shutdown
        - When the reboot occurred
        - The duration for which the component remained shutdown before being rebooted;

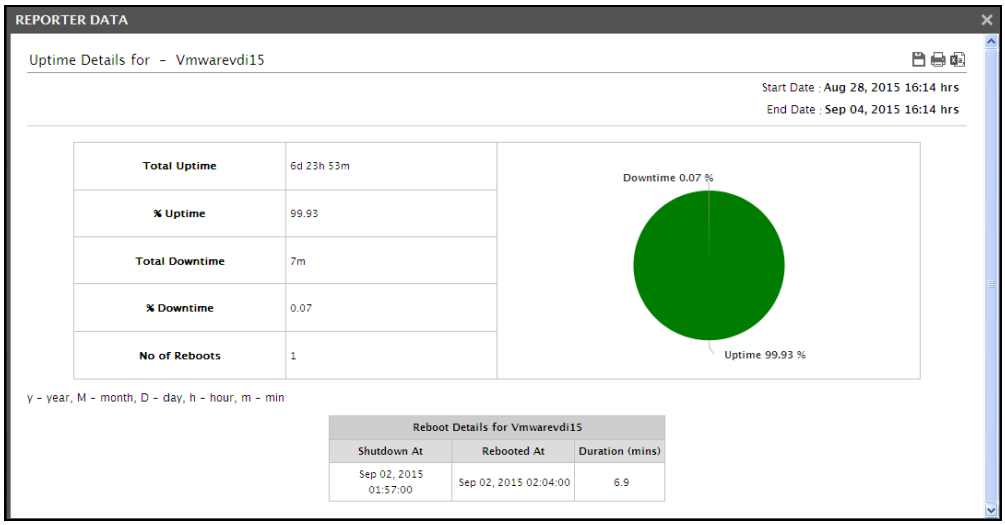


Figure 7.226: Clicking on a bar in the Uptime report

19. Using 7.3.3, you can figure out how often a component was rebooted, and thus determine whether such reboots were scheduled or unexpected.

20. If the **Report Type** is **Data** and the **Report Generation** mode is set to **Foreground Generation -** html, then clicking on the **Run Report** button will reveal 7.3.3. For every component chosen, the **Data** report reveals the total uptime, total downtime, percentage uptime, percentage downtime, and number of reboots. Components with high uptime/downtime and those that rebooted frequently can be instantly isolated using this report. Since the **Show details** flag is set to **No** by default for the **Data** report, Uptime data report will not include a separate section providing reboot information. To view the reboot details of a component therefore, you will have to click on the icon under the **Details** column corresponding to that component.

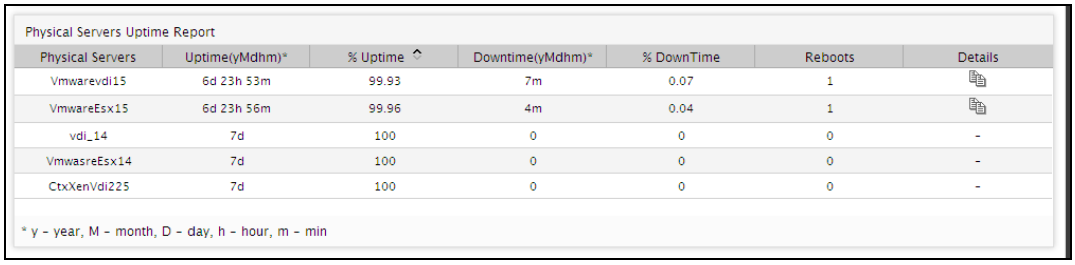


Figure 7.227: The Physical Servers Uptime report when Data is chosen as Report Type

21. 7.3.3 will then appear providing the reboot information. You can save these details to a PDF file, print the details, or save them as a CSV file using the icons present at the right, top corner of this page.

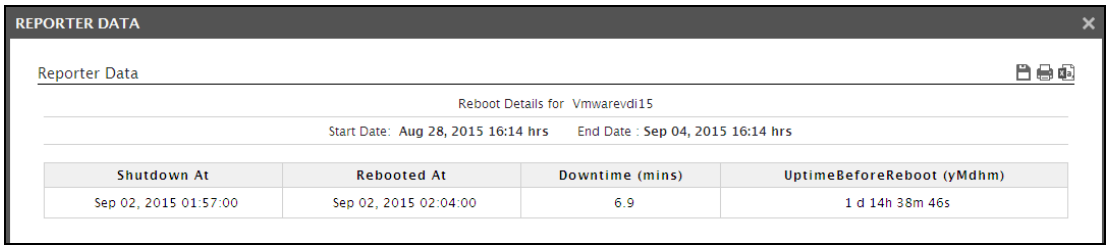


Figure 7.228: Reboot details

22. If the **Show Details** flag had been set to **Yes** instead, then the reboot details available in 7.3.3 will be provided as part of the original report itself.

23. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the PDF icon in that page.

GPU Reports

7.3.3.1 GPU Overview Report

In large virtual environments, often administrators find it difficult to identify the hypervisors on which GPU is installed and determine the mode using which the GPU resources are delivered to VMs on the hypervisors. The **GPU Overview** report helps administrators in this regard. Using this report, administrators can identify the hypervisors that are GPU enabled, the hypervisors without GPU installed, which hypervisor uses which mode to deliver GPU to VMs, and the hypervisors that have not allocated any GPU resources to its VMs.

To generate this report, do the following:

1. Select the **GPU Overview** option under the **Virtualization Reports** node of the **REPORTS BY FUNCTION** tree. fig 1 then appears.

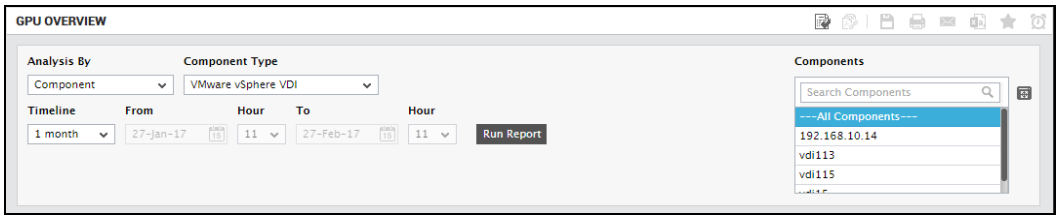


Figure 7.229: Specifying the criteria for the GPU Overview report

2. In Figure 7.229, select a criterion to build filter condition, so that you can selectively view the **GPU Overview** report. The first step towards building these filter conditions is selecting a basis for the filter. This can be achieved by picking an option from the **Analysis By** list. The options provided by the **Analysis By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on overview of the GPU cards utilized by all the managed VMWare vSphere VDI hosts in the environment, select **Component** from the **Analysis By** list, select VMWare vSphere VDI from the **Component Type** list, and then select all the virtual hosts listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The pop up window will then appear using which you can view almost all the components in a single interface and Select the ones for which the report is to be generated. You can narrow your search further by using the Search text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

   - **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service.**

   - **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a Zone. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub Zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub Zone** flag to **Yes**.

3. Provide a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a From and To date/time for report

generation.

Note:

For every user registered with the eG Enterprise system, administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.230). The steps below discuss each of these settings and how they can be customized.

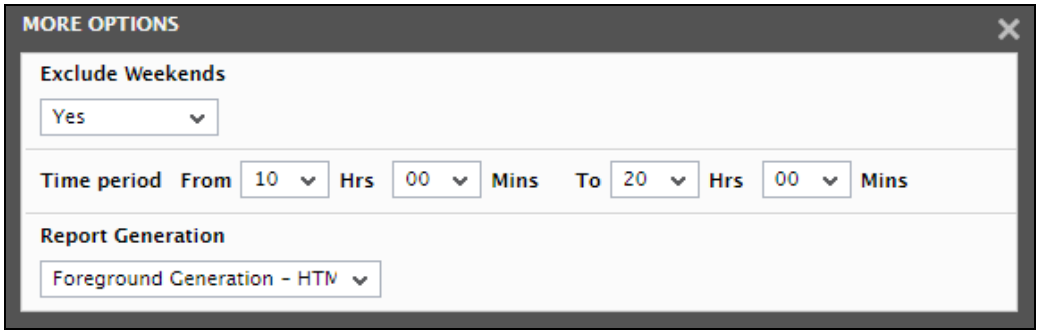


Figure 7.230: The default settings for generating the GPU Overview report

5. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the **[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

6. Next, specify the start time and end time for report generation against the **Time period** field in Figure 7.230.
7. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the {EG_INSTALL_DIR}\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the Timeline set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation** list will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be Foreground. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

8. Finally, click the **Run Report** button to generate the report. Figure 7.231 then appears.

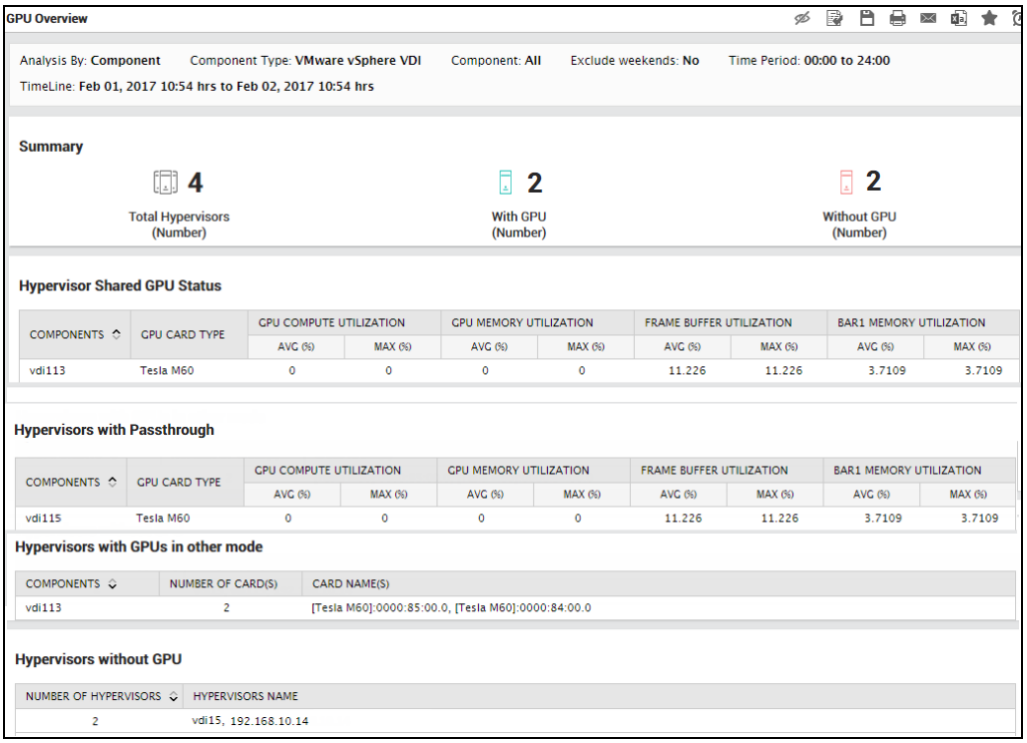


Figure 7.231: A GPU Overview report

9. The generated report (see Figure 7.231) contains four sections. Let us now discuss each section in detail:

   - The **Hypervisor Shared GPU Status** section points you to the details about the GPU cards that are in *Shared GPU* mode. The details include name of the components on which the GPU cards are hosted, type of the GPU cards and compute utilization, frame buffer utilization, memory utilization and BAR1 memory utilization on the GPU cards.
   - The **Hypervisor with Passthrough** section that provides you the information about the GPU cards that are in *Pass-through* mode. The information include name of the components on which the GPU cards are hosted, type of the GPU cards and compute utilization, frame buffer utilization, memory utilization and BAR1 memory utilization of the GPU cards. This section reports details
   - The **Hypervisor with GPUs in other mode** section of the report is useful to know about the GPU cards that are not allocated to any VM. This section reveals the names of the components that are hosted with those GPU cards, number of GPU cards on the corresponding component and names of the GPU cards.
   - The **Hypervisors without GPU** section that points you to the number of hypervisors on which the GPU cards are not hosted and the name of the hypervisors.

7.3.3.2 GPU Details Report

In GPU enabled virtual environments, if users to the VMs/desktops complain of slowness while accessing graphic applications, administrators should be instantly able to figure out the slowness and detect the root cause of such slowness. Administrators should be instantly able to identify which type of GPU is allocated to the users - whether Shared GPU or Pass- through GPU? Also, administrators should be able to identify which type of graphics card is utilized and how well the GPU resources are utilized? The **GPU Details** report helps administrators in this regard. By generating this report, administrators would be able to detect the server that is utilizing the maximum GPU resources and needs additional resources to function in an error-free manner.

To generate this report, do the following:

1. Select the **GPU Details** option under the **Virtualization Reports** node of the **REPORTS BY FUNCTION** tree. Figure 7.232 then appears.

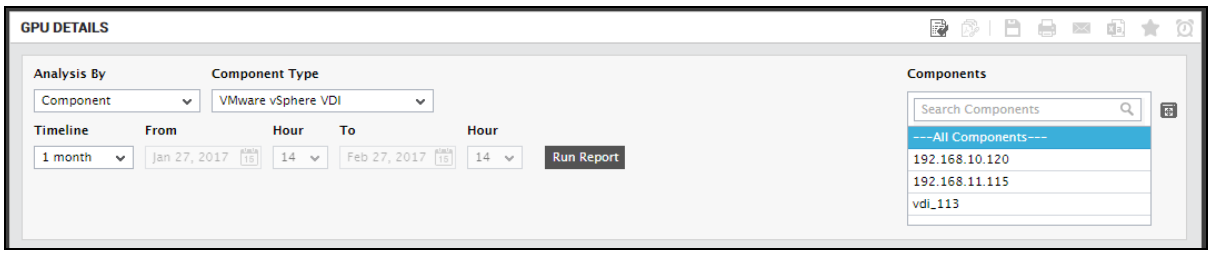


Figure 7.232: Specifying the criteria for generating the GPU Details report

2. In Figure 7.232, select a criterion to build filter condition, so that you can selectively view the **GPU Details** report. The first step towards building these filter conditions is selecting a basis for the filter. This can be achieved by picking an option from the **Analysis By** list. The options provided by the **Analysis By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on details of the GPU cards used by all the managed VMWare vSphere VDI hosts in the environment, select **Component** from the **Analysis By** list, select VMWare vSphere VDI from the **Component Type** list, and then select all the virtual hosts listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The pop up window will then appear using which you can view almost all the components in a single interface and Select the ones for which the report is to be generated.

You can narrow your search further by using the Search text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service.**
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a Zone. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub Zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub Zone** flag to **Yes**.

3. Provide a **Timeline** for the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick the criteria for generating the report. However, if you want to view and then alter these settings (if

required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.233). The steps below discuss each of these settings and how they can be customized.

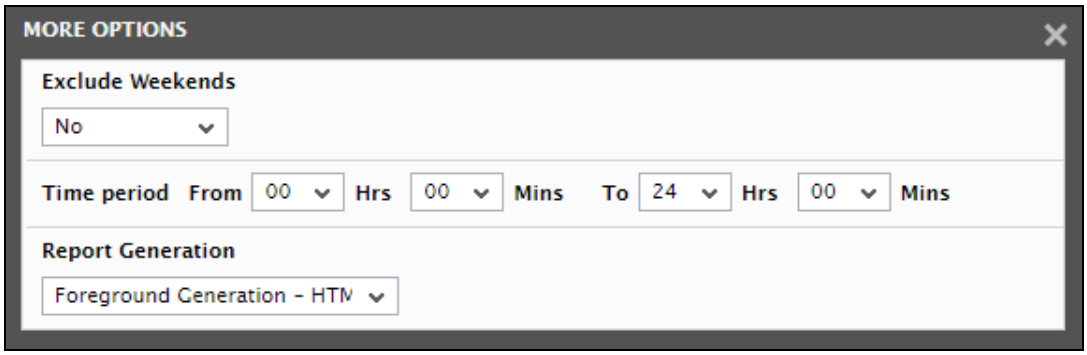


Figure 7.233: The default settings for generating the GPU Overview report

5. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the **[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

6. Next, specify the start time and end time for report generation against the **Time period** field in Figure 7.233.

7. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the {EG_INSTALL_DIR}\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the Timeline set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation** list will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be Foreground. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

8. Finally, click the **Run Report** button to generate the report. Figure 7.234 then appears.

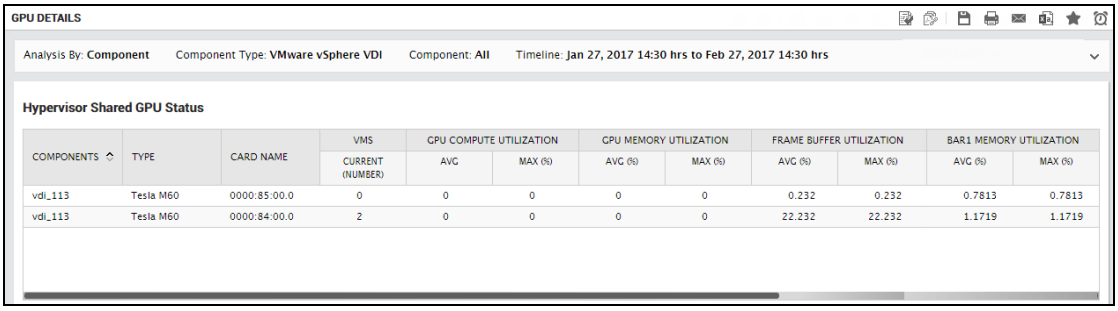


Figure 7.234: A GPU Details report

9. From the report that appears in Figure 7.234, administrators can figure out the **Hypervisor Shared GPU Status** section. By merely viewing this report, administrators can figure out the following:

- The type of the GPU cards used by each hypervisor;
- The name of the GPU cards;
- The number of VMs that are currently available on the hypervisor;
- The average and maximum utilization percentage of each GPU card in terms of frame buffers, BAR1 memory, GPU memory etc.

Analyzing this report, administrators would be able to figure out the servers that are utilizing the maximum GPU resources and provide additional GPU resources to the needy servers.

7.3.4 Virtualization - Datacenters Report

A vCenter server typically manages individual ESX servers, clusters, resource pools, and VMs as **Datacenters**. A **datacenter** is the primary container of inventory objects such as hosts and virtual machines. From the datacenter, you can add and organize inventory objects.

The **Datacenters** report provides an overview of the performance of a chosen datacenter over time, besides allowing users the flexibility to focus on the overall performance of the clusters, physical servers, VMs, and datastores contained in a datacenter. From the report, administrators can understand the composition of the selected datacenter, and also analyze the overall availability and resource-effectiveness of the elements (physical servers/VMs/clusters/datastores) included in the datacenter.

To generate the report, do the following:

1. Select **Datacenters option** from the **Virtualization** node of the **REPORTS BY FUNCTION** tree.

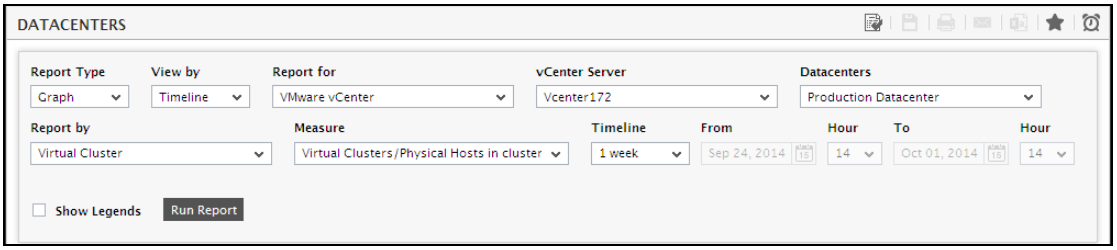


Figure 7.235: Selecting the criteria for the Datacenters report

2. When Figure 7.235 appears, first, indicate the **Report Type**. For a graphical representation of cluster performance, select the **Graph** option; for tabulated performance results, select the **Data** option. By default, the **Graph** option is chosen.
3. If the **Report Type** is **Graph**, you would have to select an option from the **View by** list to indicate the graph type to be used for plotting performance data - select the **Timeline** option, so that the values reported by the chosen **Measure** are plotted in time-of-day line graphs; select the **Distribution** option, so that the report represents performance data in distribution pie charts and bar graphs. The default selection is **Timeline**.
4. Next, specify which vCenter component the report is meant for - currently, reports can be generated for VMware vCenter only. Therefore, this option is chosen by default in the **Report for** list.
5. From the **vCenter Server** list, select the vCenter server for which the report is to be generated.

6. All the datacenters managed by the chosen **vCenter Server** will be then available for selection in the **Datacenters** list. Select the datacenter for which the report is to be generated.
7. Next, from the **Report by** list, select the datacenter element for which the report is to be generated. If the report is to focus on the performance of the datastores within the datacenter, select the **Datastores** option. If the report should reveal how well the ESX servers included in the datacenter are performing, then, select the **Physical Servers** option. To ensure that the report indicates the service levels achieved by the VMs executing on the ESX servers within the datacenter, select the **Virtual Machines** option. For cluster-related performance information, select the **Virtual Clusters** option.
8. Then, pick the **Measure** for which the report is to be generated. Note that the options in the **Measure** list will change according to the **Report by** selection.
9. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see

Figure 7.236). The steps below discuss each of these settings and how they can be customized.

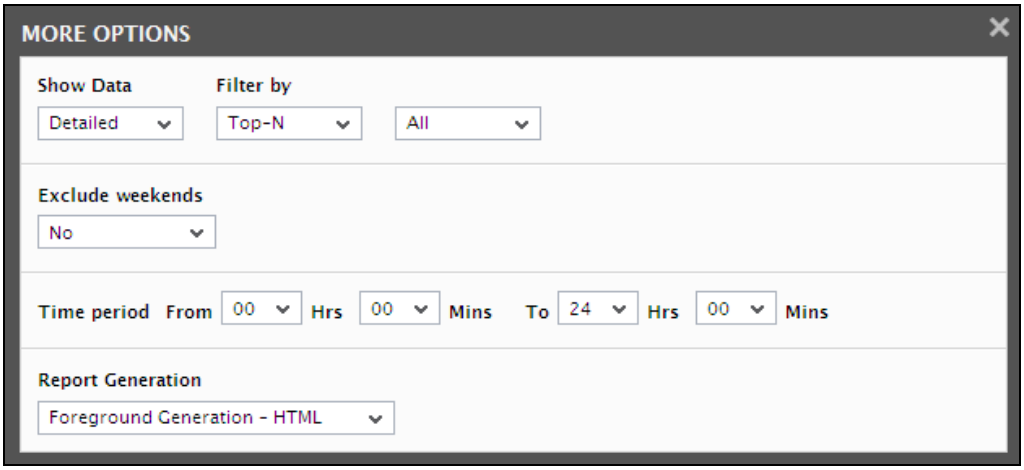


Figure 7.236: The default settings for generating the Datacenters report

11. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.236. By default, the **Detailed** option is selected in Figure 7.236 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.

- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR**>\manager\config directory**.
    - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the **Run Report** button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
    - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_CENTER]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

13. Next, indicate the report **Time period**.
14. You can further filter the result set of your report picking one of the following options from the **Filter by** list:
    - **Top-N** - Select this option and pick a top-n or a last-n option from the drop-down list adjacent to it to ensure that the resulting graph only plots the values of the specified number of top / last players in the chosen performance arena.
    - **Range** - Pick this option and provide a value range in the **From** and **To** text boxes that appear alongside.
    - **Greaterthan** - Pick this option and provide a value in the text box that appears alongside to view the details of only those resource pools which have registered a value greater than the value specified in that box for the chosen **Measure**.
    - **Lessthan** - Pick this option and provide a value in the text box that appears alongside to view the details of only those resource pools which have registered a value lesser than the value specified in that box for the chosen **Measure**.
15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. If the **Report Type** is **Graph**, then, you can ensure that the resulting graphical report is not crowded with the performance data pertaining to too many datacenter elements (depending upon the option chosen from the **Report by** list) in the cluster. You can therefore restrict the number of elements to be represented in the graph by selecting an option from the **Filter by** list. If the **Top-N** option is chosen, then you can select an option from the adjacent list to indicate the number of top components in the chosen performance arena (i.e., **Measure**) for which performance data needs to be plotted in the **Graph** report. If the **Range** option is chosen, then you would have to indicate a value range using the **From** and **To** text boxes; the report will include only those elements in the cluster for which the chosen **Measure** reports values in the specified range. If the **Greater than** option is chosen from the **Filter by** list, then, in the adjacent text box, you will have to specify a valid number; in this case, the report will include only those elements for which the chosen **Measure** has reported a value greater than the specified number. Similarly, if the **Less than** option is chosen from the **Filter by** list, then, in the adjacent text box, you will have to specify a valid number; in this case, the report will include only those elements for which the chosen **Measure** has reported a value lesser than the specified number.

    Note:

    The **Filter by** list will include only the **Top-N** option if **View by** is set to **Distribution**. However, for a **Timeline** report (i.e., if **View by** is set to **Timeline**), the **Filter by** list provides the **Top-N**, **Range**, **Greater than** and **Less than** options.

17. Finally, click the **Run Report** button.

18. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report by** selection is **Virtual Clusters**, and the **Report Generation** mode is **Foreground Generation** - html, then clicking the **Run Report** button will reveal 7.3.4, using which you can compare the performance of the chosen **Measure** across the clusters configured within the chosen datacenter during the specified **Timeline**; the time-of-day variations in the resource usage by the clusters can thus be

analyzed, the times when usage peaked can be detected, and resource-intensive clusters can be accurately identified.

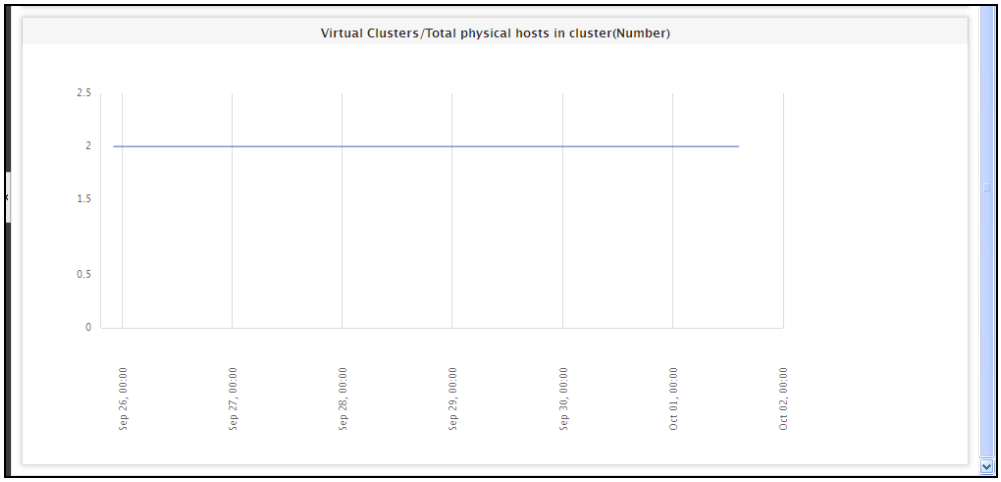


Figure 7.237: A Timeline graph of a Datacenters report focusing on cluster performance

19. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report by** selection is **Physical servers**, and the **Report Generation** mode is **Foreground Generation** - html, then clicking the **Run Report** button will reveal Figure 7.238, using which you can compare the performance of the chosen **Measure** across the ESX servers included in the datacenter; the time-of-day variations in the resource usage by the ESX servers can thus be analyzed, sudden spikes in usage and the time of occurrence can be isolated, and resource-intensive servers can be accurately identified.

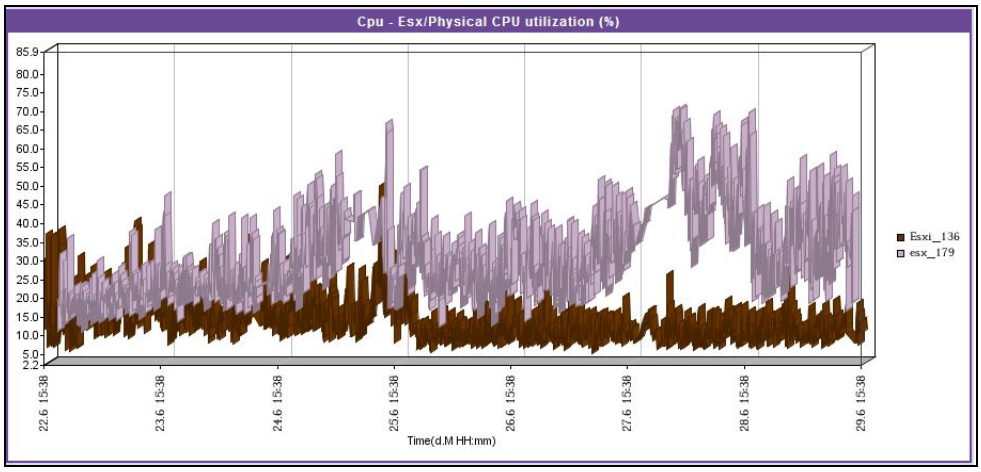


Figure 7.238: A Timeline graph of a Datacenters report focusing on Physical Server performance

20. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report by** selection is

Virtual Machines, and the **Report Generation** mode is **Foreground Generation** - html, then clicking the **Run Report** button will reveal Figure 7.239, using which you can compare the performance of the chosen **Measure** across the virtual machines executing on all ESX servers included in the datacenter; the time-of-day variations in the resource usage by the VMs can be analyzed, sudden spikes in usage and the time of occurrence can be isolated, and resource-intensive VMs can be accurately identified.

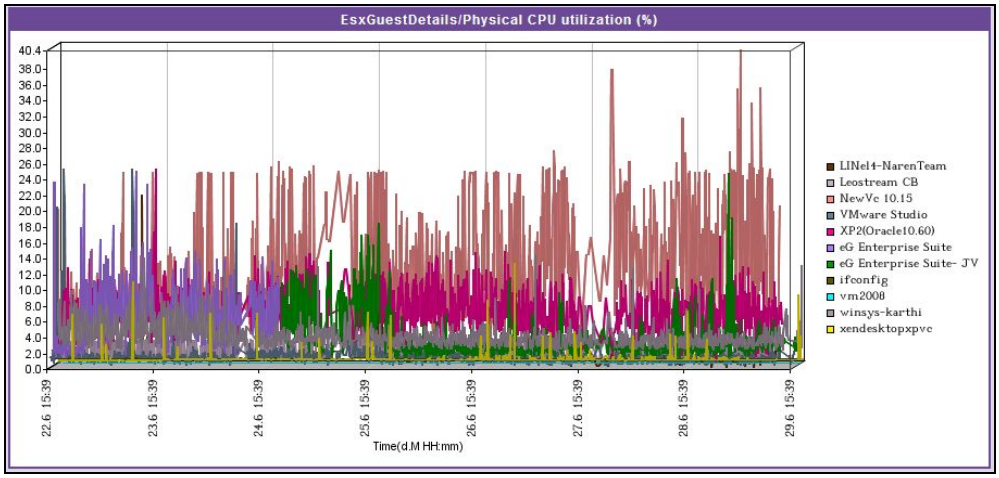


Figure 7.239: A Timeline graph of a Datacenters report focusing on the performance of VMs

21. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report by** selection is **Datastores**, and the **Report Generation** mode is **Foreground Generation** - html, then clicking the Run Report button will reveal Figure 7.240, using which you can compare the performance of the chosen **Measure** across all datastores in the datacenter; the time-of-day variations in the availability/space usage by the datastores can be analyzed, sudden spikes in usage and the time of occurrence can be isolated, and datastores that are running out of space can be accurately identified.

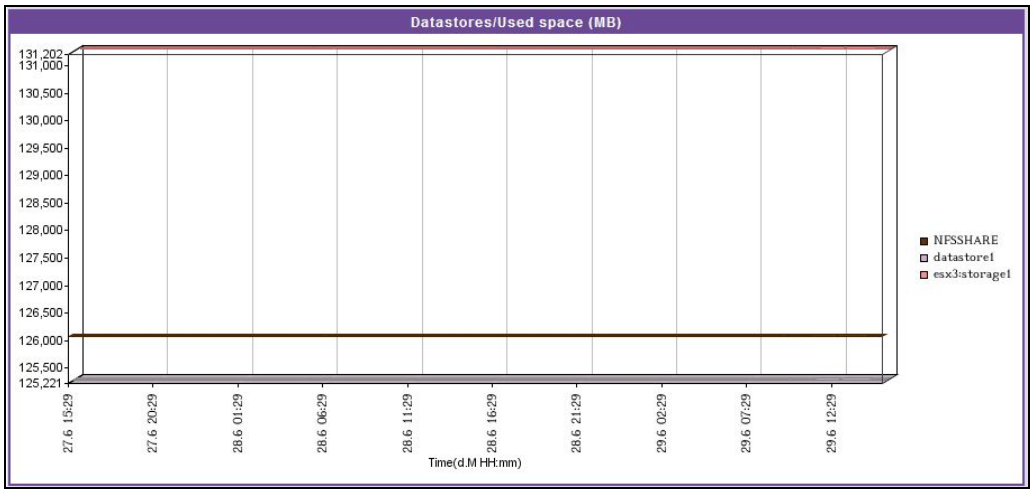


Figure 7.240: A Timeline graph of a Datacenters report focusing on the performance of datastores

22. On the other hand, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, the **Report by** selection is **Virtual Clusters**, and the **Report Generation** mode is **Foreground Generation** - html, then clicking the Run Report button will reveal Figure 7.241. Figure 7.241 reveals a distribution pie chart that depicts the number of clusters in the datacenter that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical Cpu available to cluster* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical Cpu available to cluster* - alone is calculated for every cluster in the chosen datacenter. The resulting pie chart enables administrators to deduce, at a glance, the number of clusters where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the clusters that fall within the value range represented by that slice (see Figure 7.242). Against every cluster, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A vCenter-level **Summary** of the chosen **Measure** will also be available.

    Note:

    By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - Change the value of the **chartTypeForDist** parameter in the [virtual_center] section of this

file from the default **Pie**, to **Bar**.

- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[VIRTUAL_CENTER]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

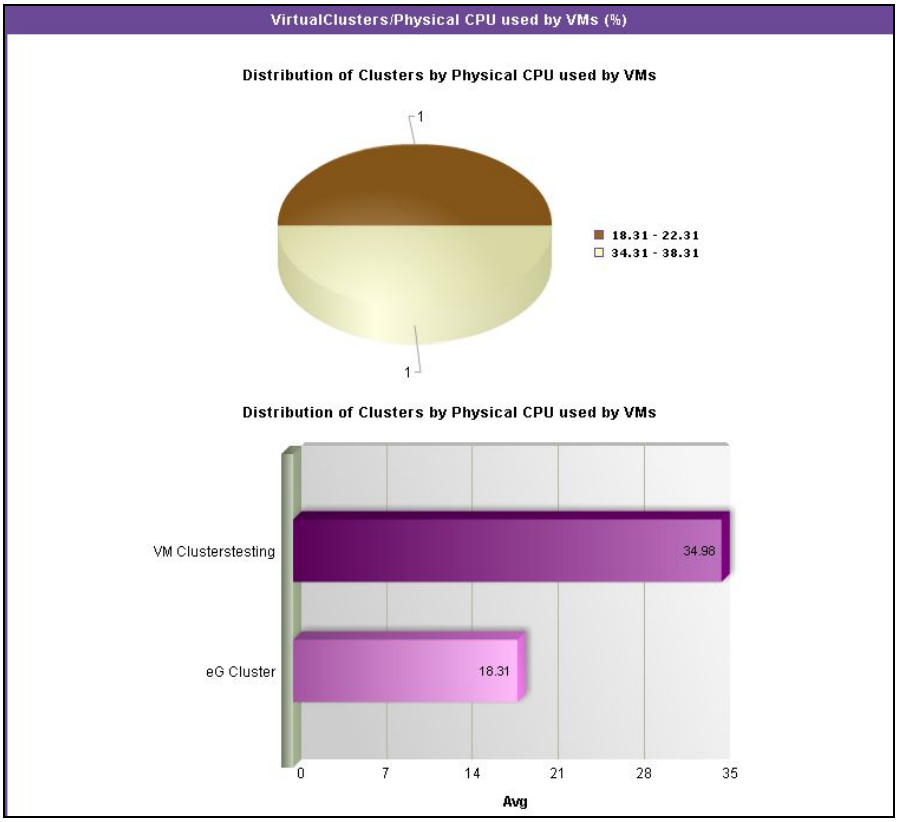
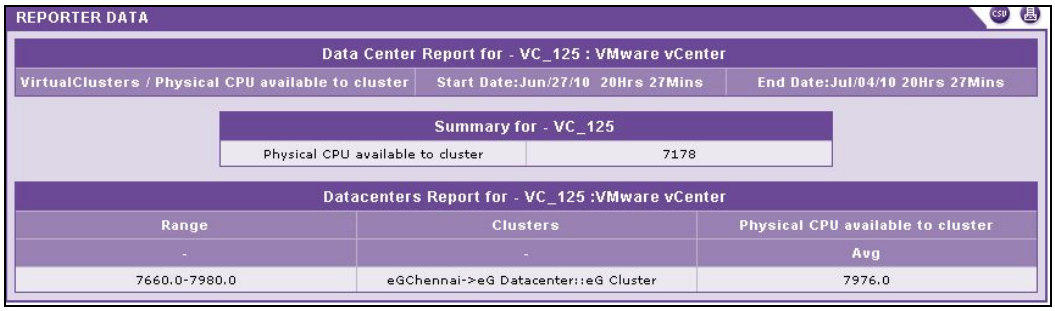


Figure 7.241: A distribution graph in the Datacenters report focusing on cluster performance


REPORTER DATA

Data Center Report for - VC_125 : VMware vCenter

VirtualClusters / Physical CPU available to cluster	Start Date:Jun/27/10 20Hrs 27Mins	End Date:Jul/04/10 20Hrs 27Mins

Summary for - VC_125

Physical CPU available to cluster	7178

Datacenters Report for - VC_125 :VMware vCenter

Range	Clusters	Physical CPU available to cluster
-	-	Avg
7660.0-7980.0	eGChennai->eG Datacenter::eG Cluster	7976.0

Figure 7.242: The clusters that fall within the usage range clicked on

23. Below the pie chart, you will find a bar chart that indicates the clusters that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU available to cluster* measure, this bar chart reveals the clusters to which maximum physical CPU is available for use. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

    Note:

    You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. The **[VIRTUAL_CLUSTER]** section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_CLUSTER]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,#eb4052,#c4b3d0,
#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,#b5582c,#f94989,#770d72,#97a067,
#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,#770d72,#887c65,
#a4ac91
```

    You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

    Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, select **Top-N** from the **Filter by** list in Figure 7.236, and pick an option from the adjacent drop-down list.

24. Similarly, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, the **Report by** selection is **Physical Servers**, and the **Report Generation** mode is **Foreground Generation** - html, then, clicking the Run Report button will reveal 7.3.4. 7.3.4 reveals a distribution pie chart that depicts the number of ESX servers in the datacenter that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every ESX server in the chosen **Datacenter**. The resulting pie chart enables administrators to deduce, at a glance, the number of ESX servers where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the ESX servers that fall within the value range represented by that slice (see Figure 7.244). Against every ESX server, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A vCenter-level **Summary** of the chosen **Measure** will also be available.

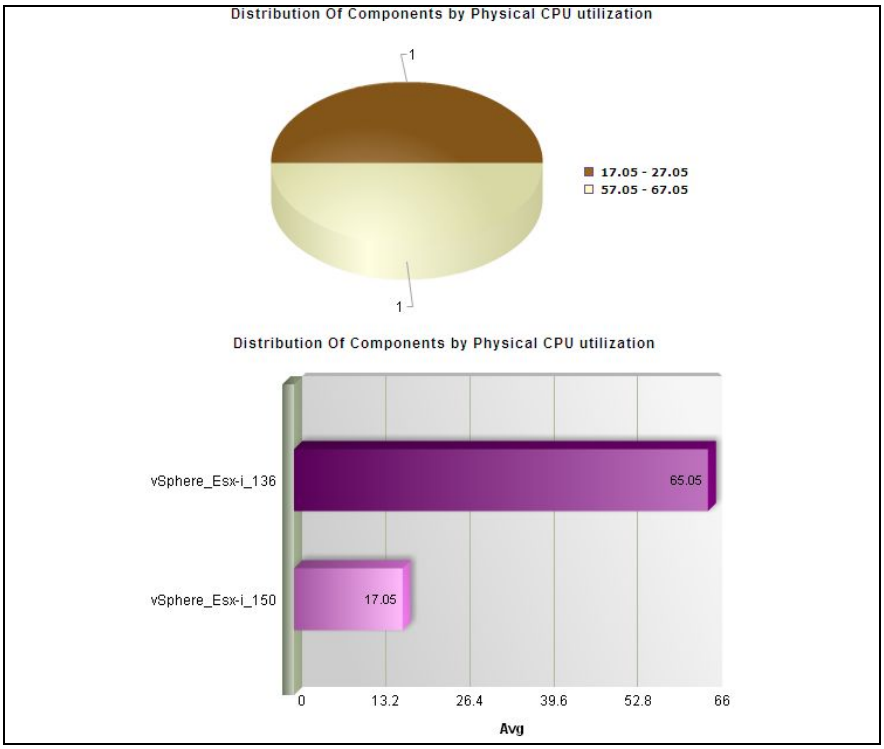
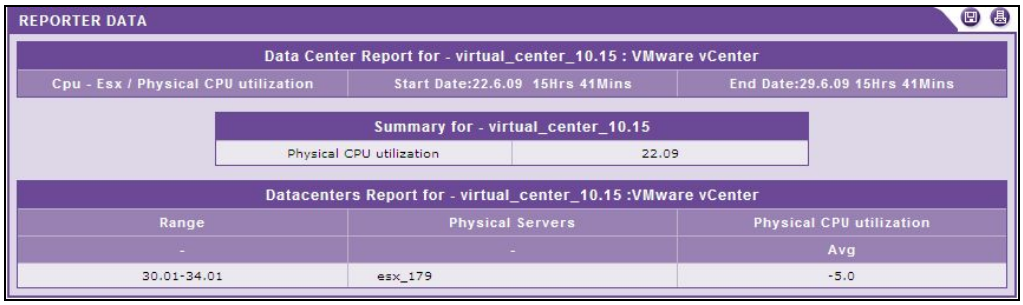


Figure 7.243: A distribution graph in the Datacenters report focusing on physical server performance



REPORTER DATA

Data Center Report for - virtual_center_10.15 : VMware vCenter		
Cpu - Esx / Physical CPU utilization	Start Date:22.6.09 15Hrs 41Mins	End Date:29.6.09 15Hrs 41Mins

Summary for - virtual_center_10.15	
Physical CPU utilization	22.09

Datacenters Report for - virtual_center_10.15 :VMware vCenter		
Range	Physical Servers	Physical CPU utilization
-	-	Avg
30.01-34.01	esx_179	-5.0

Figure 7.244: The physical servers that fall within the usage range clicked on

25. Adjacent to the pie chart, you will find a bar chart that indicates the ESX servers that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU utilization* measure, this bar chart reveals the ESX servers in the datacenter that have the maximum free memory. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

26. Likewise, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, the **Report by** selection is **Virtual Machines**, and the **Report Generation** mode is **Foreground Generation** - html, then clicking the **Run Report** button will reveal Figure 7.245. Figure 7.245 reveals a

distribution pie chart that depicts the number of VMs in the cluster that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every VM in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of VMs where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the VMs that fall within the value range represented by that slice (see Figure 7.246). Against every VM name, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A vCenter-level **Summary** of the chosen **Measure** will also be available.

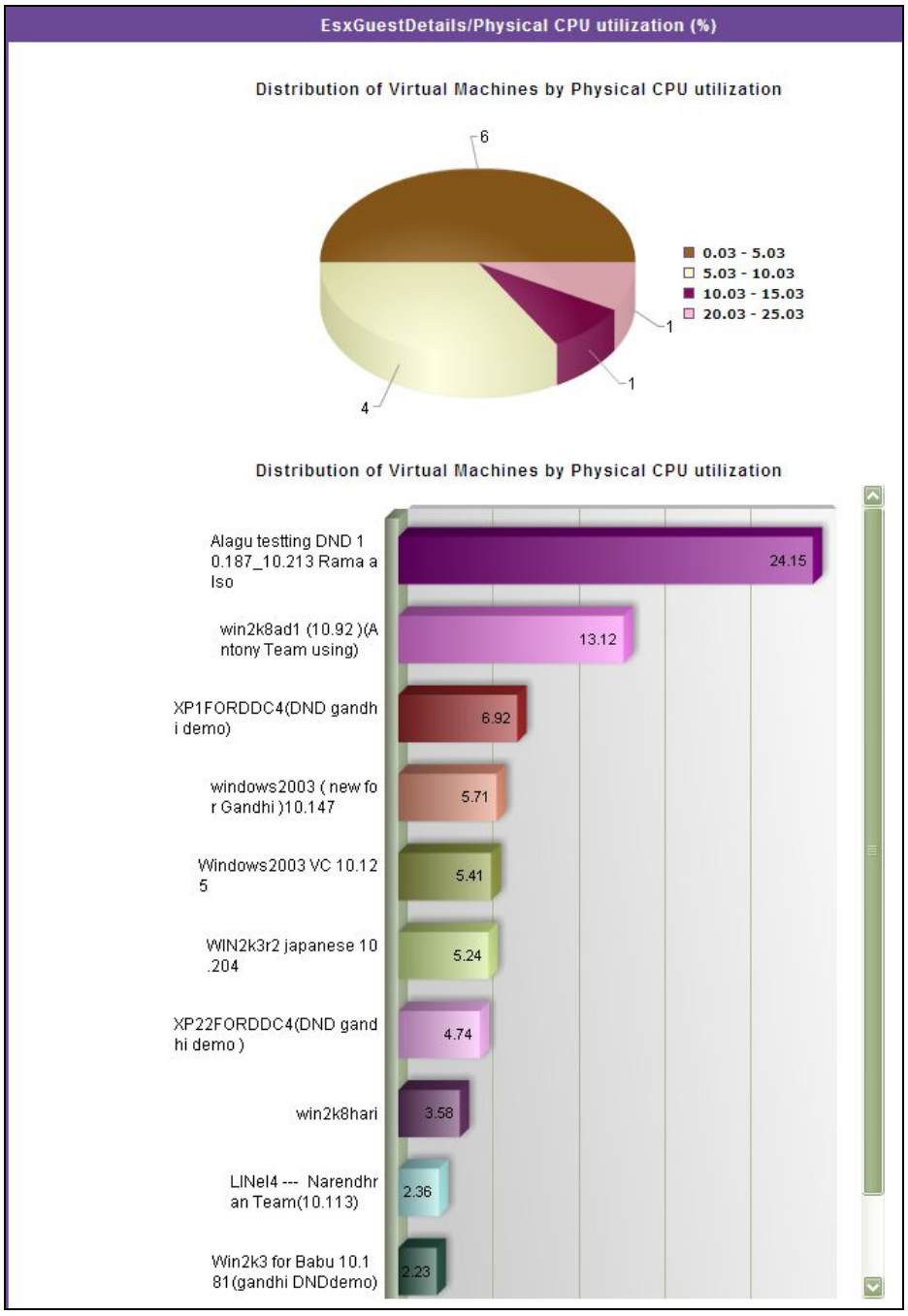
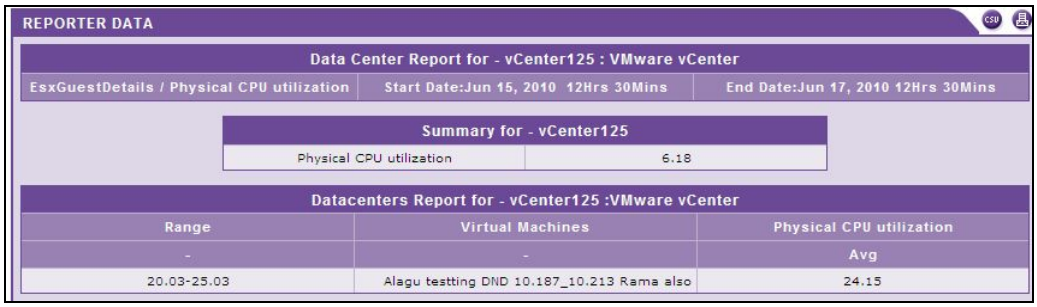


Figure 7.245: A distribution graph in the Datacenters report focusing on virtual machine performance


REPORTER DATA

Data Center Report for - vCenter125 : VMware vCenter

EsxGuestDetails / Physical CPU utilization	Start Date:Jun 15, 2010 12Hrs 30Mins	End Date:Jun 17, 2010 12Hrs 30Mins

Summary for - vCenter125

Physical CPU utilization	6.18

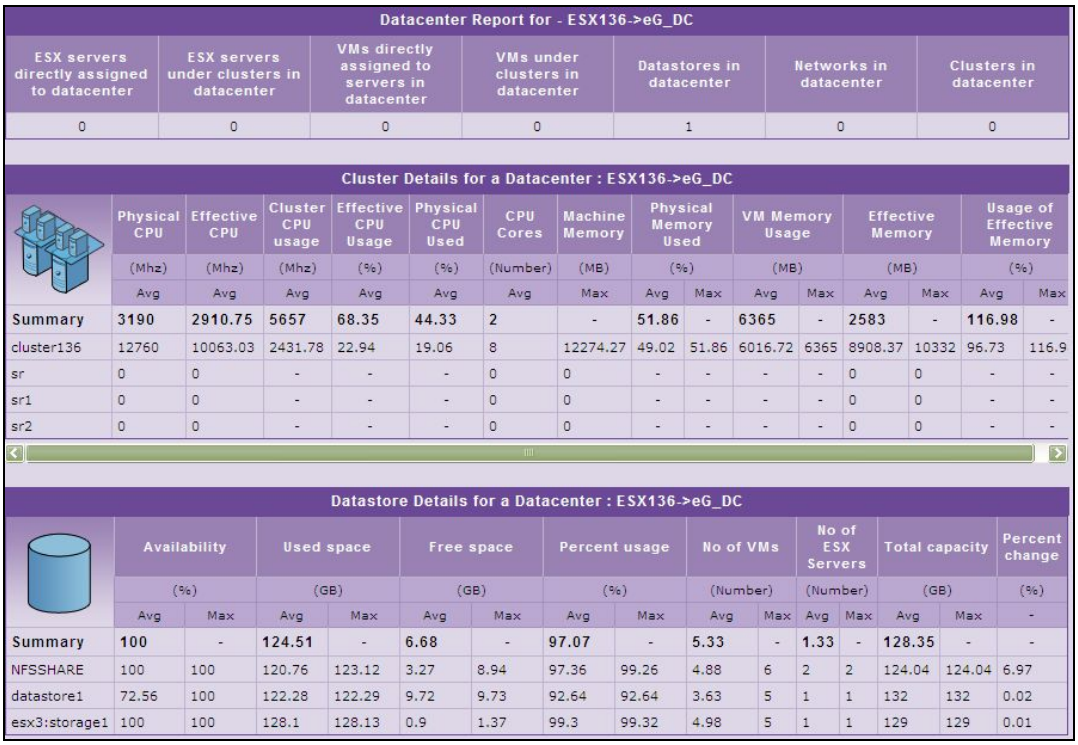
Datacenters Report for - vCenter125 :VMware vCenter

Range	Virtual Machines	Physical CPU utilization
-	-	Avg
20.03-25.03	Alagu testting DND 10.187_10.213 Rama also	24.15

Figure 7.246: The virtual machines that fall within the usage range clicked on

27. Adjacent to the pie chart, you will find a bar chart that indicates the VMs that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU utilization* measure, this bar chart reveals the VMs in the datacenter that have consumed the physical CPU excessively. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

28. If **Data** is chosen as the **Report Type**, then, the **View by** list will no longer appear. Instead, just proceed to select the **vCenter Server** for which the report is to be generated and the **Datacenter** to which the report should pertain. Finally, provide a **Time period** and **Timeline** for the report, set the **Report Generation** mode to **Foreground Generation - html**, and click the **Run Report** button.



Datacenter Report for - ESX136->eG_DC

ESX servers directly assigned to datacenter	ESX servers under clusters in datacenter	VMs directly assigned to servers in datacenter	VMs under clusters in datacenter	Datastores in datacenter	Networks in datacenter	Clusters in datacenter
0	0	0	0	1	0	0

Cluster Details for a Datacenter : ESX136->eG_DC

	Physical CPU	Effective CPU	Cluster CPU usage	Effective CPU Usage	Physical CPU Used	CPU Cores	Machine Memory	Physical Memory Used		VM Memory Usage		Effective Memory		Usage of Effective Memory	
	(Mhz)	(Mhz)	(Mhz)	(%)	(%)	(Number)	(MB)	(%)		(MB)		(MB)		(%)	
	Avg	Avg	Avg	Avg	Avg	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	3190	2910.75	5657	68.35	44.33	2	-	51.86	-	6365	-	2583	-	116.98	-
cluster136	12760	10063.03	2431.78	22.94	19.06	8	12274.27	49.02	51.86	6016.72	6365	8908.37	10332	96.73	116.9
sr	0	0	-	-	-	0	0	-	-	-	-	0	0	-	-
sr1	0	0	-	-	-	0	0	-	-	-	-	0	0	-	-
sr2	0	0	-	-	-	0	0	-	-	-	-	0	0	-	-

Datastore Details for a Datacenter : ESX136->eG_DC

	Availability		Used space		Free space		Percent usage		No of VMs		No of ESX Servers		Total capacity		Percent change
	(%)		(GB)		(GB)		(%)		(Number)		(Number)		(GB)		(%)
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	-
Summary	100	-	124.51	-	6.68	-	97.07	-	5.33	-	1.33	-	128.35	-	-
NFSSHARE	100	100	120.76	123.12	3.27	8.94	97.36	99.26	4.88	6	2	2	124.04	124.04	6.97
datastore1	72.56	100	122.28	122.29	9.72	9.73	92.64	92.64	3.63	5	1	1	132	132	0.02
esx3:storage1	100	100	128.1	128.13	0.9	1.37	99.3	99.32	4.98	5	1	1	129	129	0.01

Figure 7.247: The Datacenters Report of type Data

29. For a particular datacenter, Figure 7.247 provides a **Datacenter Report** section that displays a default set of metrics revealing the general composition of the datacenter. Below this section, a **Cluster Details** section exists, that helps analyze user-configured metrics related to the resource usage of individual clusters in the datacenter. Under this section is the **Datastore Details** section, using which the availability and space usage of each datastore in the datacenter can be analyzed. In addition to providing an overview of datacenter health, these sections also help identify the resource-intensive clusters and datastores in the datacenter, which might be adversely impacting the performance of the datacenter as a whole.

30. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the PDF icon in that page.

As stated earlier, the **Datacenter Details** section of the **Data** report displays a default set of metrics; this default setting cannot be modified - i.e., additional metrics cannot be added or existing metrics cannot be removed from this section. However, the metrics displayed in the **Cluster Details** and **Datastore Details** section are configurable.

To add new metrics to the **Cluster Details** section, do the following:

1. Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
2. In the **[VIRTUAL_CENTER]** section of the file, you will find entries of the following format for every measure that appears by default in the **Cluster Details** section:

   Virtual_center:Virtual_cluster:VCClusterTest:

   <InternalMeasureName>#<DisplayName>=<Comma-separated list of functions>

   To add a new measure, append an entry of the above format to the same section. For instance, if the *Physical CPU available to cluster* measure is to be added to the **Cluster Details** section, then, your specification should be:

   Virtual_ center:Virtual_ cluster:VCClusterTest:Tot_ phy_ cpu_ available#Physical CPU=Avg,Max
3. Similarly, multiple measures can be added. To know the internal names of tests and measures, follow the steps discussed in Page Section of this document.
4. Finally, save the file.

To add new metrics to the **Datastore Details** section, do the following:

1. Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
2. In the **[VIRTUAL_CENTER]** section of the file, you will find entries of the following format for every measure that appears by default in the **Datastore Details** section:

   Virtual_center:Data_ store:VCDatastoreTest:<InternalMeasureName>#<DisplayName>=<Comma-separated list of functions>

   To add a new measure, append an entry of the above format to the same section. For instance, if the *Percent usage* measure is to be added to the **Datastore Details** section, then, your specification should be:

Virtual_ center:Data_ store:VCDatastoreTest:Percent_ usage#Percent spcac usage=Avg,Max

3. Similarly, multiple measures can be added. To know the internal names of tests and measures, follow the steps discussed in Page Section of this document.
4. Finally, save the file.

Virtualization Manager Reports

7.3.4.1 Virtualization Manager - Overview Report

The **Virtualization Manager** report tracks the performance history of vCenter installations in the target environment, so that administrators are able to perform the following effectively:

- Determine how healthy the vCenter server as a whole has been over a broad period of time;
- Take a closer look at the overall performance of the critical components of vCenter - i.e., clusters and individual physical servers managed by vCenter - over time;
- Detect peculiar problem patterns, and analyze the root-cause of recurring performance issues.

Using the pointers provided by the report, administrators can answer the following questions quickly and precisely:

- Has the vCenter server been sized adequately, or did the server experience frequent resource inadequacies?
- How often during the designated period could a connection to vCenter not be established? What were the common reasons for this failure?
- On an average, how many physical servers were managed by a vCenter installation over time? Was any vCenter instance overloaded?
- Were any physical servers not responding to vCenter for a long period of time?
- Were any physical servers disconnected from vCenter during the given period?
- Were sufficient CPU and memory resources allocated to the physical server clusters configured on vCenter? Did the clusters experience any resource shortage at any point of time during the given period?
- Did the clusters use the allocated resources optimally, or were the clusters resource-intensive? To which vCenter/XenCenter server were resource-intensive clusters affiliated?
- What about the physical servers managed by vCenter? Were these servers sized properly?

- Did the physical servers consume the physical resources available to them excessively over time? Which vCenter instance was managing the resource-hungry physical servers?
- Did the network traffic to and from the physical servers increase/decrease with time?
- How many powered-on guests were on the physical servers during the stated period? Did this count change too frequently?
- During what times did vCenter Vmotion guests to a physical server, and when did it remove guests from a server? How did this movement impact server performance?

While this report is typically generated for pre-configured metrics, users can modify the configuration (if need be) by adding more metrics, removing one/more of the existing metrics, or by applying additional functions to the metrics.

To generate the **Virtualization Manager** report, do the following:

1. Select the **Virtualization Manager** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree in the eG Reporter interface.

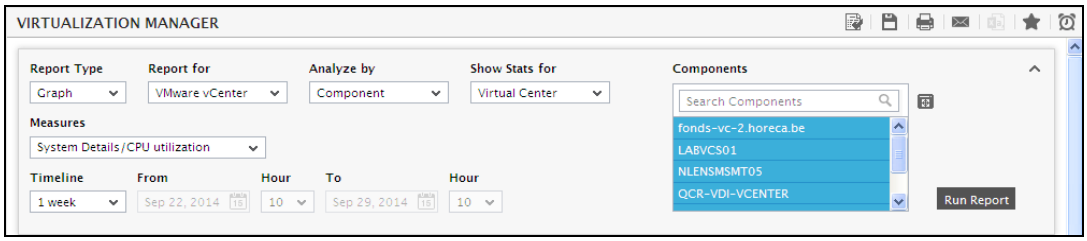


Figure 7.248: Selecting the criteria for the Virtualization Manager report

2. When Figure 7.248 appears, first, indicate the type of report to be generated by selecting an option from the **Report Type** field. To generate a graphical report, select the **Graph** option. To generate a report that displays desired metrics in a tabular format, select the **Data** option.
3. Next, indicate which vCenter component the report is meant for - currently, reports can be generated for VMware vCenter only. Therefore, this option is chosen by default from the **Report for** list.
4. If the vCenter(s) for which the report is to be generated is part of a zone, then select the **Zone** option from the **Analyze by** list, and then pick the **Zone** to which the vCenter server has been added. By default, the **Zone** list will include only the parent zones that contain vCenters. If you want to generate this report for vCenters that are included in sub-zones, then set the **Include subzone** flag to **Yes**. On the other hand, to generate this report for one/more independent VCenters, just select **Component** from the **Analyze by** list.

5. The **Components** list will then be populated with the vCenters that match the **Analyze by** criteria specified earlier. From this list, select the vCenter server(s) for which the report is to be generated. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
6. Using this report, you can analyze the performance of any of the following:
   - The chosen vCenter server;
   - The clusters configured on the chosen vCenter
   - The physical servers managed by the selected vCenter server.

   Accordingly, you can select the **Virtual Center**, **Virtual Center Cluster**, or **Physical Servers** option from the **Show Stats for** list.
7. The **Measures** list will be available only for a **Graph** report and not the **Data** report. Based on the option chosen from the **Show Stats for** list, the elements of the **Measures** list will change. For instance:
   - If the option selected from the **Show Stats for** list is **Virtual Center**, then the **Measures** list will be populated with a default set of test/measurepairs that reveal the resource usage by the chosen vCenters, availability of the vCenters over the network, and the health of the interactions between the vCenter and the physical servers it manages;
   - If the option selected from the **Show Stats for** list is **Virtual Center Cluster**, then the **Measures** list will be populated with a default set of test/measure pairs that reveal the resource allocations and resource usage by the clusters configured on the chosen vCenters;
   - If the option selected from the **Show Stats for** list is **Physical Servers**, then the **Measures** list will be populated with a default set of test/measure pairs that reveal the health of the physical servers managed by the chosen vCenters;

   All the above default settings can be overridden by the user using the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory), where he/she can add more metrics for use in the report, remove a few of the existing metrics, or simply apply additional functions (Avg, Max, etc.) on the metrics, so that users can more effectively analyze performance over time;
8. Pick any *test/measure* combination from the **Measures** list to generate a report.
9. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour,

2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.249). The steps below discuss each of these settings and how they can be customized.

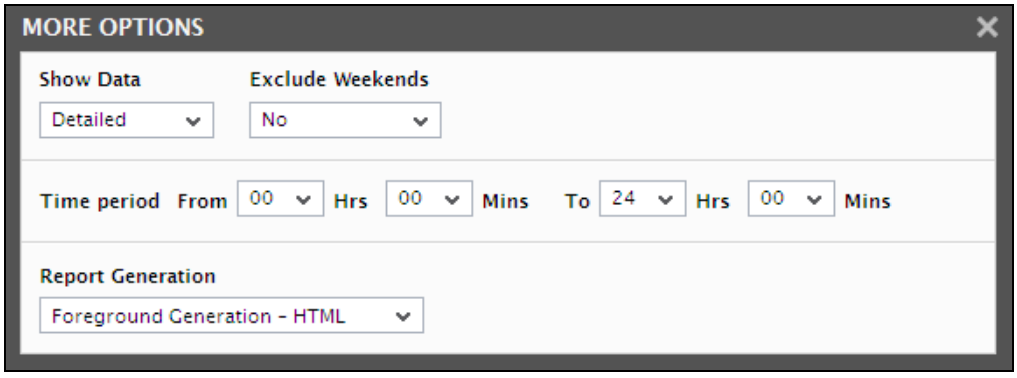


Figure 7.249: The default settings for generating the Virtualization Manager report

11. The speed with which a report is generated depends primarily on the report **Timeline**. While a

Timeline that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.249. By default, the **Detailed** option is selected in Figure 7.249 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time

boundary, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the [MISC] section of the file, you will find a **DetailedTime** parameter.
- Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.7) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the **OK** button in the message box. To terminate **Trend** report generation, click the Cancel button.

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[VIRTUAL_CENTER]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

13. Next, indicate the report **Time period**.

14. eG Enterprise allows users to generate desired reports for a specific time period. In large environments, while generating reports for long time periods, say a few weeks to months, report generation was found to slow down, owing to the large volume of data being processed. If users needed to generate many such reports quickly, the slowdown compelled them to generate these

reports one after another, thus affecting the speed of their operations, and consequently, their productivity. eG Enterprise now includes a background processing feature that will enable users to process multiple reports, spanning long time periods in the background, while allowing them the bandwidth to generate short-term reports in the foreground. This way, users can generate multiple reports with little-to-no loss of time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button.

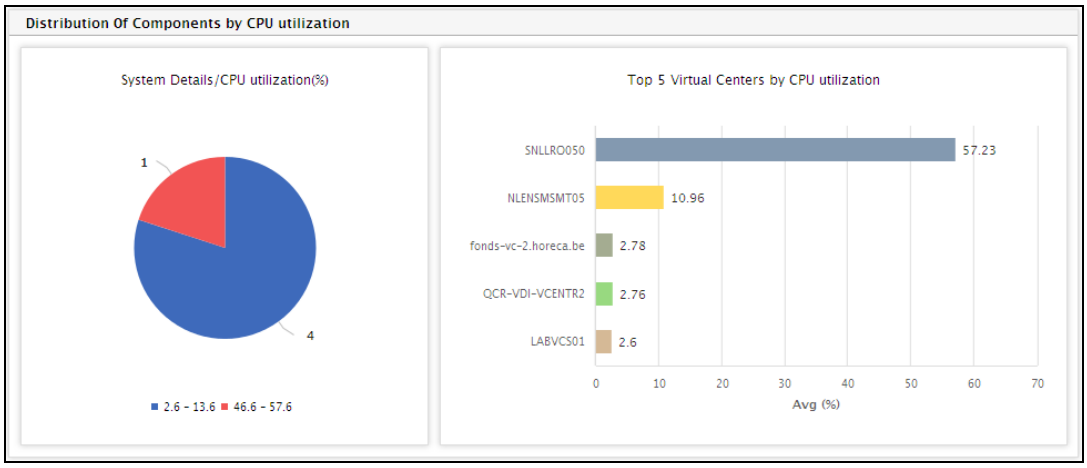


Figure 7.250: The graphical Virtualization Manager report

16. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke will appear comprising of the following:

    - A distribution pie chart that reveals the number of vCenters in different distribution ranges (see). The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that CPU Utilization is the chosen **Measure**. Say that you have configured to display the Avg and Max of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., Avg of CPU Utilization- alone is calculated for every vCenter chosen from the **Components** list. The resulting pie chart enables administrators to deduce, at a glance, the number of components where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the vCenter servers that fall within the value range represented by that slice (see Figure 7.251). Against every vCenter name, the actual values for each of the configured functions (both Avg and Max, in our example) will be displayed. A zone/component-type-level **Summary** of the chosen **Measure** will also be available.

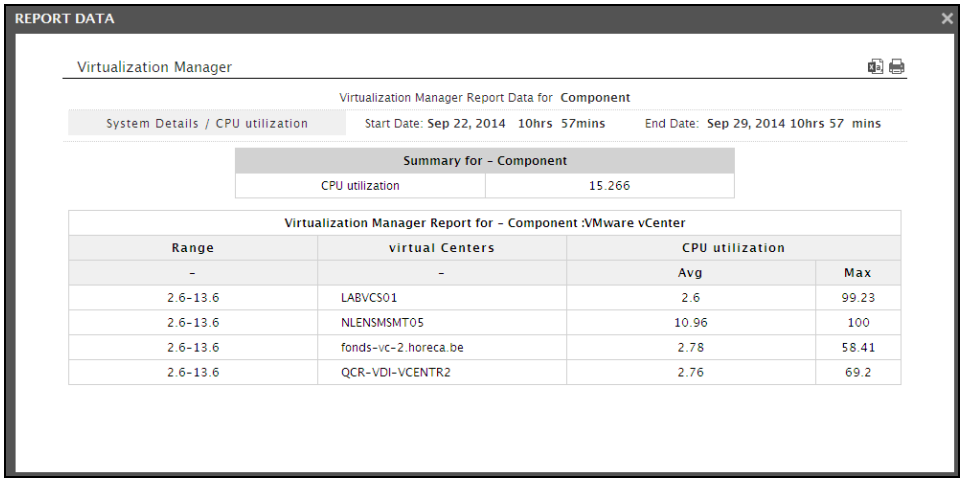


Figure 7.251: A list of vCenters and the CPU Utilization of each Virtual Center

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the **[VIRTUAL_ CENTER]** section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [virtual_ center] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the vCenters that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *CPU Utilization*measure, this bar chart reveals the vCenters that are consuming too much of CPU resources. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

  Note:

  You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <EG_ INSTALL_ DIR>\manager\config directory. The **[VIRTUAL_ CENTER]** section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_GUEST]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

  You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **NoOfServersforChart** parameter in the **[VIRTUAL_CENTER]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example, if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.
- Finally, save the **eg_report.ini** file.

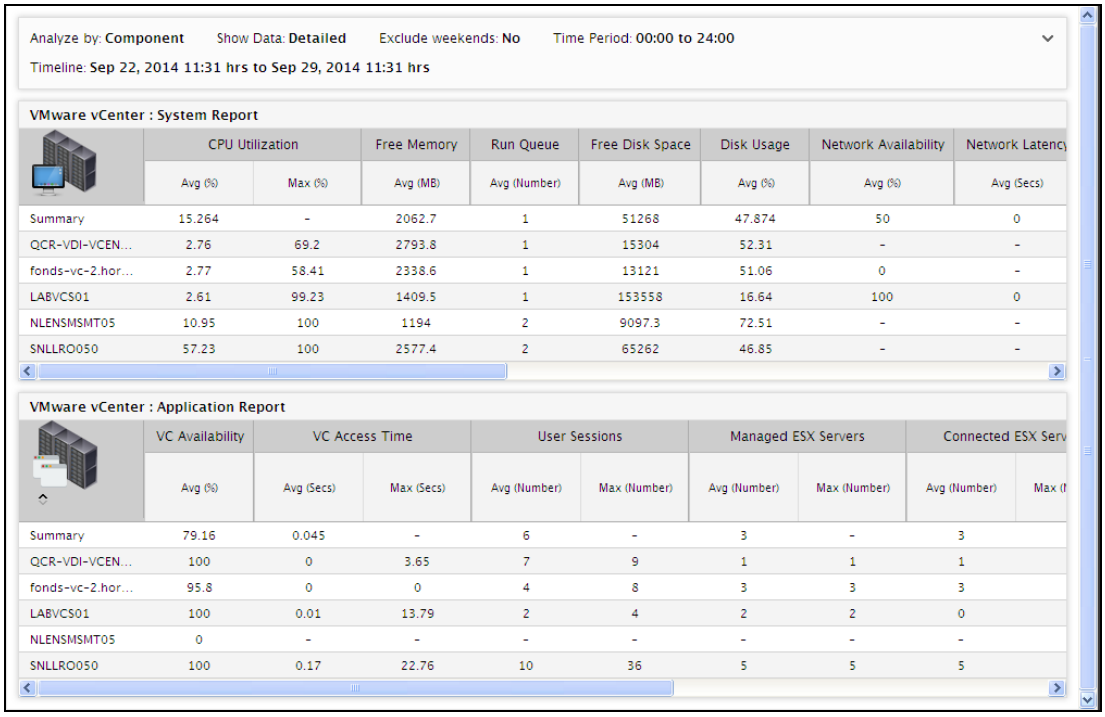
17. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.
18. If the **Report Type** is **Data**, then the report can be configured to include data pertaining to **vCenters**, **VM Clusters**, and/or **Physical Servers**. You can indicate your choice by selecting one/more check boxes against the **Include Stats for** field.

Figure 7.252: Specifying the criteria for a VCenters Data report

19. Also, if the **VM Clusters** check box is selected, you would be allowed to select a report column name from the **Sort by** list. This is the column by which the report data will be sorted.
20. Once the **Run Report** button is clicked, the **Data** report will appear displaying multiple values for a chosen measure depending upon the number and type of functions that have been configured for the measure. Moreover, to enable you to understand and analyze the metrics better, eG Enterprise groups the metrics under various heads, and dedicates a section each in the report for every metric group. The sections that are displayed in the report vary according to the check boxes selected against **Include Stats for**.

    For instance, if the **vCenters** option is chosen from **Include Stats for**, the resulting report will include two sections - namely, the **System Report** sectionand the **Application Report** section.

Typically, the **System Report** section groups all host-level metrics pertaining to the chosen vCenter servers - in other words, it reveals the health of the operating system on which each vCenter server functions. The **Application Report** section on the other hand delves deep into the performance of the vCenter application as such, and reveals those metrics that shed light on the health of key functions of the vCenter, such as, how well the vCenter manages physical servers, how quickly can the vCenter be accessed, the availability of vCenter, etc. In addition to vCenter-wise performance information, these sections also provide a **Summary** of the operating system and application health (as the case may be) across the chosen **Components**.



Analyze by: **Component** Show Data: **Detailed** Exclude weekends: **No** Time Period: **00:00 to 24:00**

Timeline: **Sep 22, 2014 11:31 hrs to Sep 29, 2014 11:31 hrs**

VMware vCenter : System Report

	CPU Utilization		Free Memory	Run Queue	Free Disk Space	Disk Usage	Network Availability	Network Latency
	Avg (%)	Max (%)	Avg (MB)	Avg (Number)	Avg (MB)	Avg (%)	Avg (%)	Avg (Secs)
Summary	15.264	-	2062.7	1	51268	47.874	50	0
QCR-VDI-VCEN...	2.76	69.2	2793.8	1	15304	52.31	-	-
fonds-vc-2.hor...	2.77	58.41	2338.6	1	13121	51.06	0	-
LABVCS01	2.61	99.23	1409.5	1	153558	16.64	100	0
NLENSMSMT05	10.95	100	1194	2	9097.3	72.51	-	-
SNLLRO050	57.23	100	2577.4	2	65262	46.85	-	-

VMware vCenter : Application Report

	VC Availability	VC Access Time		User Sessions		Managed ESX Servers		Connected ESX Serv
	Avg (%)	Avg (Secs)	Max (Secs)	Avg (Number)	Max (Number)	Avg (Number)	Max (Number)	Avg (Number)
Summary	79.16	0.045	-	6	-	3	-	3
QCR-VDI-VCEN...	100	0	3.65	7	9	1	1	1
fonds-vc-2.hor...	95.8	0	0	4	8	3	3	3
LABVCS01	100	0.01	13.79	2	4	2	2	0
NLENSMSMT05	0	-	-	-	-	-	-	-
SNLLRO050	100	0.17	22.76	10	36	5	5	5

Figure 7.253: A Virtualization Manager Data Report if the 'Include Stats for' flag is set to 'vCenters'

To instantly determine the overall health of the vCenter application over time, just take a look at the values displayed in the **Health %** column of Figure 7.253. Clicking on this value for any vCenter will lead you to an Executive Report that will enable you to decipher the reasons for the ill-health of a vCenter (see Figure 7.254).

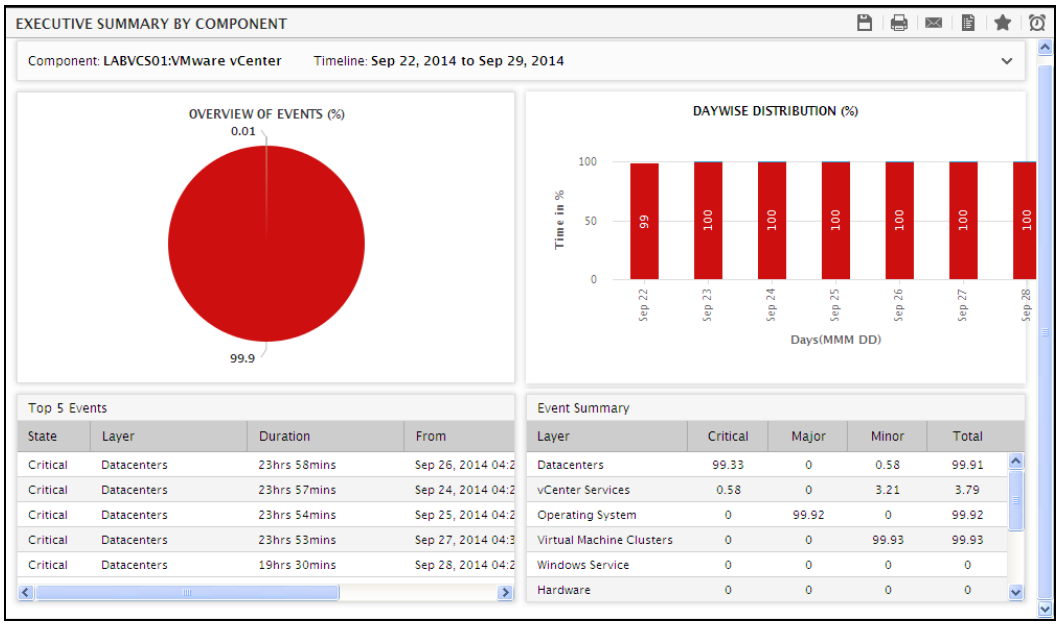


Figure 7.254: The Executive Report of a vCenter server

21. Clicking on a particular vCenter link in Figure 7.253 reveals the clusters managed by that vCenter server and the memory and CPU usage metrics related to each cluster (see Figure 7.255.

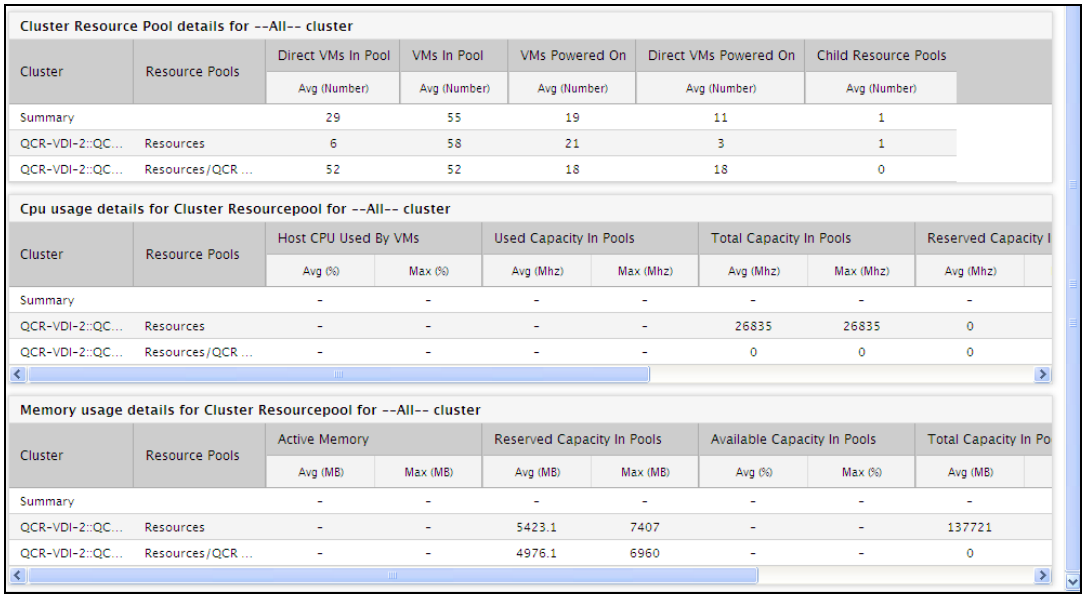


Figure 7.255: The Cluster Details report of the vCenter clicked on

22. If the **VM Clusters** option is chosen from the **Include Stats for** field, then, a **Cluster Report** section alone will appear that lists the user-configured cluster-related metrics pertaining to each

of the chosen vCenter servers. Here again, a **Summary** of cluster performance across the chosen components will be available.

VMware vCenter : Cluster Report

Clusters	VMs In Cluster	VMs Powered On	Total Physical Hosts In Cluster	Number Of Effective Hosts In Cluster	VMs Powered Off
	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)
Summary	-	52	35	3	2	17
QCR-VDI-VCEN...	QCR-VDI-2::QC...	60	21	1	1	39
LABVCS01	DRS_HA_Cluste...	6	5	2	0	1
fonds-vc-2.hor...	HORECA-DATA...	33	27	3	3	7
SNLLRO050	Serverruimte Le...	108	87	3	3	21

Figure 7.256: A vCenters Data report if the 'Include Stats for' flag is set to 'VM Clusters'

23. While clicking on a vCenter server in Figure 7.256 leads you to the **Cluster Details** report of that vCenter server, clicking on a cluster link in Figure 7.256 leads you to the **Cluster Details** report of that cluster, which lists the resource pools within the cluster, and the resource usage of each pool (see).

Cpu usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1195.72	-	5431	-	64.81	-	10663.19	-	6.29	-	9.37	-
Resources	2039.06	4801	10862.01	11643	129.63	151	10732.38	11643	9.17	28.59	15.98	37.63
Resources/Rp-136	352.37	698	0	0	0	0	10594	11492	3.41	6.07	2.76	5.47

Memory usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	3661.98	-	4813.92	-	581.86	-	90.4	-	-	-
Resources	5781.21	6216	9627.84	10332	936.39	1017	144.64	248.63	-	-
Resources/Rp-136	1542.74	2007	0	0	227.32	307	36.16	74.43	-	-

Figure 7.257: The Cluster Details report of a cluster clicked on

24. Similarly, if the **Physical Servers** option is chosen, then, a **Physical Server Report** alone will be available, which displays the historical performance data related to the physical servers managed by each of the chosen vCenter servers. This section again will provide a **Summary** of the resource usage by physical servers managed across the chosen vCenter components.

vCenters : Physical Server Report for VMware ESX(i)

	Physical Servers	Registered VMs	Powered On VMs		Consumed Memory	Free Memory	CPU Usage	Disk Usage	Disk Commands	Disk Command Aborts	Network Traffic Out	Network Traffic In	Netw Usa
		(Number)	(Number)		(MB)	(%)	(%)	(%)	(Cmds/Sec)	(Aborts/sec)	(Mbps)	(Mbps)	(Mb
		Avg	Avg	Max	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Av
Summary	-	7.78	4.99	-	3420.85	44.27	22.7	96	397.19	0	1.29	1.22	2.51
virtual_center_10.15	Esxi_136	7.77	5.71	7	3294.41	46.34	13.54	97.71	38.47	0	0.67	0.51	1.18
virtual_center_10.15	esx_179	7.78	4.27	5	3547.29	42.19	31.87	94.28	755.92	0	1.92	1.92	3.84

Figure 7.258: A vCenters Data report if the 'Include Stats for' flag is set to 'Physical Servers'

25. Click on a **Physical Server** link in Figure 7.258 to view a **Server Report** of that ESX server, using which the overall health of the server can be determined (see Figure 7.259).

Server Report for : Esxi_136: VMware vSphere ESX <<

Measures (Unit)	Avg	Max	Graph
Network availability (%)	100	100	
Network delay avg (Secs)	0.0063	0.7668	
TCP port availability (Percent)	100	100	
Powered guests (Number)	5.7151	7	
Cpu usage (%)	13.536	85.85	
Free memory (MB)	2843.9763	3149.1901	
Data transmits (Mbps)	0.6638	12.6172	
Data received (Mbps)	0.5099	24.4141	
Disk usage (%)	97.7152	99.324	
Guest CPU (%)	1.728	24.3088	
Active memory (MB)	92.2182	768	

Figure 7.259: The Server Report of the ESX server clicked on in the vCenter Data Report

Note:

The metrics displayed under every section of the **Data** report and the functions to be applied on every measure are pre-configured. The same configuration applies to the **Measures** list in the case of a **Graph** report. To override this default configuration, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_CENTER]** section of the file, you can add/remove metrics and functions to every section in the data report. For instance, to add a measure to the **System Report** section of the data report, insert a line in the following format:

  Virtual_ center:System:<InternalTestName>:<InternalMeasureName>#<MeasureDisplayName>=< Comma-separated list of functions>

For instance, to add the **Run queue length** measure to the **System Report** section, do the following:

Virtual_center:System:SystemTest:Run_queue_length#Run queue=Avg,Max

Similarly, to display an additional measure and related functions in the **Application Report** section of the data report, your entry should be:

Virtual_ center:Default:<InternalTestName>:<InternalMeasureName>#<MeasureDisplayName>=< Comma-separated list of functions>

All the metrics configured for the 'System' group and 'Application' group will be listed in the 'Measures' list of the Graph report, if the option chosen from the 'Show Stats for' list is 'VCenters'.

Likewise, you can add a metric to the **Cluster Report** section of the data report:

Virtual_ center:Cluster:<InternalTestName>:<InternalMeasureName>#<MeasureDisplayName>=< Comma-separated list of functions>

All the metrics configured for the 'Cluster' group will be listed in the 'Measures' list of the Graph report, if the option chosen from the 'Show Stats for' list is 'VCenter Clusters'.

However, to add a measure to the **Physical Servers** section of the data report, you will have to move to the [virtual_host] section of the **eg_report.ini** file, and insert a line of the following format:

<InternalTestName>:<InternalMeasureName>#<MeasureDisplayName>=<Comma-separated list of functions>

For instance, to add the *Registered guests* measure to the **Physical Servers** section, your specification should be:

EsxGuestStatusTest:Registered_guests#Registered guests=Avg,Max

All the metrics configured under the [VIRTUAL_HOST] section will be listed in the 'Measures' list of the Graph report, if the option chosen from the 'Show Stats for' list is 'Physical Servers'.

- Finally, save the file.

7.3.4.2 Virtualization Manager - Cluster Details Report

In large virtualized environments characterized by tens of physical servers and hundreds of VMs, manageability is a persistent issue. To ease the pain involved in managing such unwieldy environments, vCenter installations often group physical servers into clusters, and allocate resources to the cluster, instead of to the individual servers. The challenge here for the administrator is to continuously monitor the resource usage by clusters, and accordingly fine-tune allocations. The **Cluster Details** report that the eG Reporter offers provides this much-needed 'cluster-focus'.

The report provides you with historical insights into how well a chosen cluster / all clusters on a vCenter are utilizing the available resources. This way, resource- intensive clusters can be accurately identified. Also, by allowing administrators the flexibility to include the performance information related to the physical servers in the cluster, and the virtual machines executing on these physical servers, eG Enterprise enables administrators to zoom into the physical server / virtual machine that could be the root-cause of any resource contention at the cluster-level.

In short, the **Cluster Details** report, reveals the following:

- How many clusters have been configured on the vCenter? Which ones have been consistently consuming excessive resources?
- Which resource in particular is on demand at the cluster-level?
- Have adequate resources been allocated to the clusters in the first place?
- How many physical servers are included in the cluster? Which ones are they?
- How healthy have the physical servers been over time? Are there frequent complaints of resource shortages with the physical servers? Is this affecting cluster performance?

While this report is typically generated for pre-configured metrics, users can modify the configuration (if need be) by adding more metrics, removing one/more of the existing metrics, or by applying additional functions to the metrics.

To generate the report, do the following:

1. Select the **Cluster Details** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree.

Figure 7.260: Selecting the criteria for the Cluster Details report

2. When 7.3.4.2 appears, first, indicate the **Report Type**. For a graphical representation of cluster performance, select the **Graph** option; for tabulated performance results, select the **Data** option. By default, the **Graph** option is chosen.
3. From the **Report for** list, **VMware vCenter** is chosen by default, indicating that the resulting report focuses on the performance of the clusters managed by vCenter.
4. Then, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the status of clusters managed by independent vCenter servers or those that are part of a segment, service, or a zone. The options provided by the **Analyze by** list box are discussed hereunder:

   - **Component**: Select this option to choose the vCenter servers of interest to you from across all the managed vCenter servers in the environment. All managed vCenter servers will then populate the **Component** list. From this list, pick the vCenter servers for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The**COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated.
   - **Service**: Select this option to generate this report for all vCenter servers that are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the clusters to be evaluated are configured on vCenter servers that are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the status of clusters managed on all vCenter servers that are included in a zone. Then, choose a **Zone**. Also, indicate whether the vCenter servers present within the sub-zones of the chosen zone are also to be to be considered for report generation, by selecting an option from the **Include subzone** list.

5. Then, from the **Measures** list pick the measure for which the report is to be generated.
6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour,

2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.261). The steps below discuss each of these settings and how they can be customized.

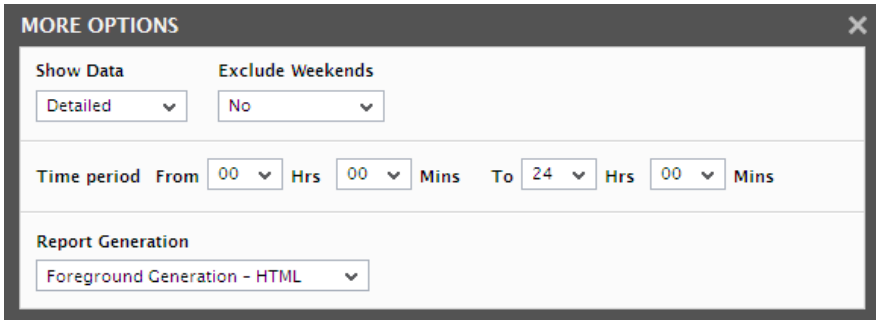


Figure 7.261: The default settings for generating a Cluster Details report

8. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to

quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.261. By default, the **Detailed** option is selected in Figure 7.261 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to No, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the [MISC] section of the file, you will find a **DetailedTime** parameter.
- Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <eg_install_dir**>\manager\config** directory.
   - In the [virtual_ cluster] section of the file, the exclude_ weekend parameter is set to **Saturday,Sunday** by default. You can modify this by setting the exclude_ weekend parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.

10. Next, indicate the report **Timeperiod**.
11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can

either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button.

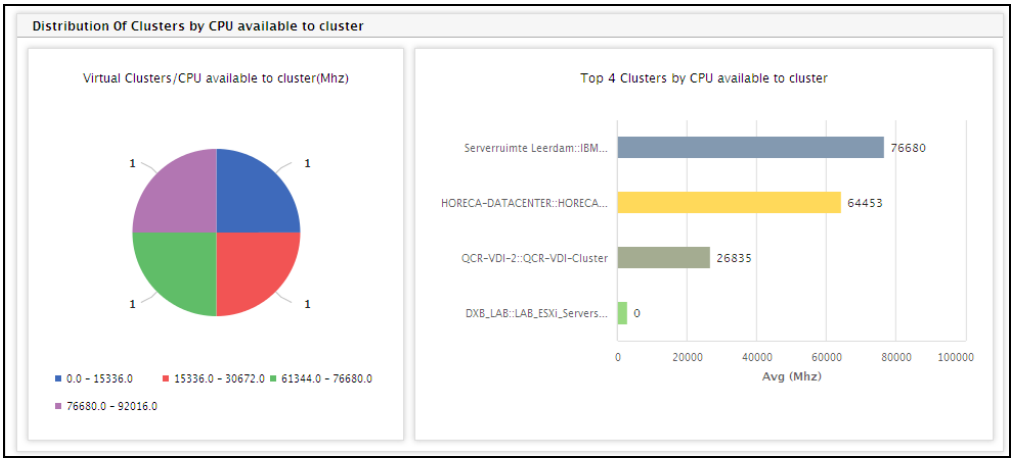


Figure 7.262: A graphical Cluster Details Report

13. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking on the **Run Report** button will invoke Figure 7.262, which will reveal the following:

- A distribution pie chart that reveals the number of clusters in different distribution ranges (see Figure 7.262). The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical CPU available to cluster* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU available to cluster* - alone is calculated for every vC cluster managed by each vCenter chosen from the **Components** list. The resulting pie chart enables administrators to deduce, at a glance, whether the clusters managed by chosen vCenter servers are adequately sized or not. Clicking on a particular slice in the pie chart lists the clusters that fall within the value range represented by that slice (see Figure 7.263). Against every cluster, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A zone/component-type-level **Summary** of the chosen **Measure** will also be available.

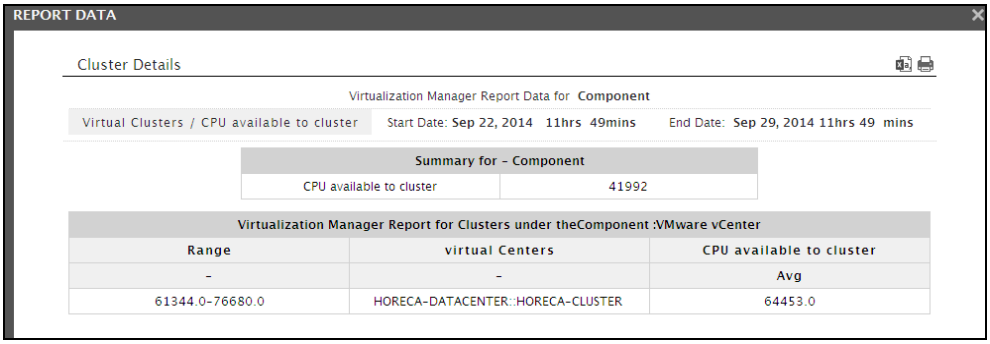


Figure 7.263: A list of vCenters and the number of ESX servers each one manages

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_center] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [virtual_ center] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the clusters that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified timeline. For example, for the *Physical CPU available to cluster* measure, this bar chart will help you quickly isolate those clusters that are and are not adequately sized in terms of CPU resources. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

  Note:

  You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_install_ dir>**\manager\config** directory. The [VIRTUAL_center] section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_GUEST]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

  You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

  Note:
  The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, do the following:

  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - Specify a number of your choice against the **NoOfServersforChart** parameter in the **[VIRTUAL_ CENTER]** section of the file. By default, the value displayed here is 10, indicating that, by default, the bar chart will be for the **Top 10 Components**. For example,

if you change this value to 5, then a bar chart displaying the **Top 5 Components** will appear.

- Finally, save the **eg_report.ini** file.

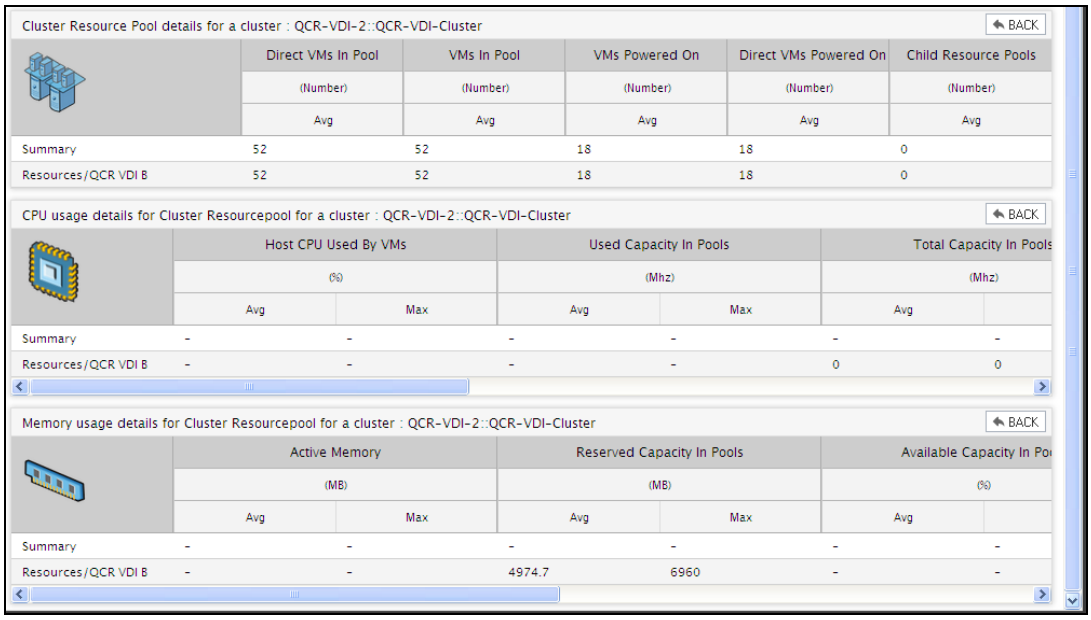
14. If **Data** is chosen as the **Report Type**, then, an **Include Stats for** section will additionally appear, from which you can pick what you want to view in your **Data** report. To perform a quick comparison of the resource availability and usage across clusters managed by the chosen vCenter servers, click on the vm**Clusters** check box. Assuming that **Foreground Generation - html** is still the option chosen from the **Report Generation** list, clicking on the **Run Report** button will invoke Figure 7.264.

VMware vCenter : Cluster Report

	Clusters	VMs In Cluster	VMs Powered On	Total Physical Hosts In Cluster	Number Of Effective Hosts In Cluster	VMs Powered Off
		Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)
Summary	-	50	34	3	2	16
QCR-VDI-VCEN...	QCR-VDI-2::QC...	59	21	1	1	39
LABVCS01	DRS_HA_Cluste...	6	5	2	0	1
fonds-vc-2.hor...	HORECA-DATA...	33	26	3	3	7
SNLLRO050	Serverruimte Le...	101	85	3	3	17

Figure 7.264: The Data report comparing the resource usage across clusters

15. For every cluster managed by each chosen vCenter server, the report will display a set of pre-configured resource availability and resource usage metrics, with the help of which you can quickly isolate resource-intensive clusters. Clicking on a cluster, say the most CPU-intensive cluster, here will lead you to 7.3.4.2 that will allow you to zoom into the performance of the resource pools in that cluster, so that you can analyze whether the excessive resource usage by one or more resource pools contributed to the resource contention at the cluster-level.



Cluster Resource Pool details for a cluster : QCR-VDI-2::QCR-VDI-Cluster

BACK

	Direct VMs In Pool	VMs In Pool	VMs Powered On	Direct VMs Powered On	Child Resource Pools
	(Number)	(Number)	(Number)	(Number)	(Number)
	Avg	Avg	Avg	Avg	Avg
Summary	52	52	18	18	0
Resources/QCR VDI B	52	52	18	18	0

CPU usage details for Cluster Resourcepool for a cluster : QCR-VDI-2::QCR-VDI-Cluster

BACK

	Host CPU Used By VMs		Used Capacity In Pools		Total Capacity In Pools	
	(%)		(Mhz)		(Mhz)	
	Avg	Max	Avg	Max	Avg	
Summary	-	-	-	-	-	-
Resources/QCR VDI B	-	-	-	-	0	0

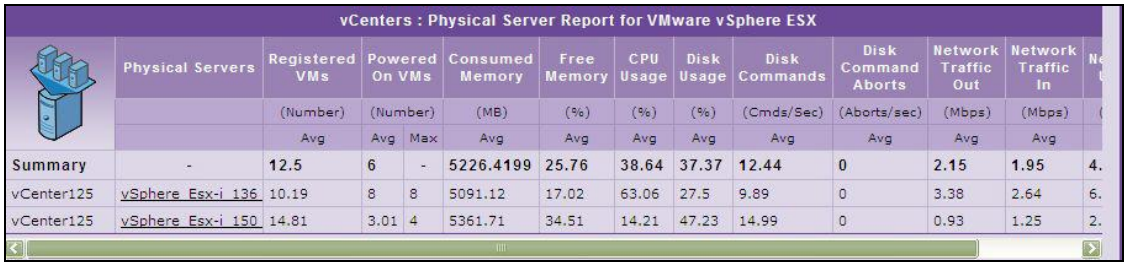
Memory usage details for Cluster Resourcepool for a cluster : QCR-VDI-2::QCR-VDI-Cluster

BACK

	Active Memory		Reserved Capacity In Pools		Available Capacity In Po	
	(MB)		(MB)		(%)	
	Avg	Max	Avg	Max	Avg	
Summary	-	-	-	-	-	-
Resources/QCR VDI B	-	-	4974.7	6960	-	-

Figure 7.265: The Resource Pools report that appears when a cluster is clicked on

16. On the other hand, if you choose the **Physical Servers** option from the **Include Stats for** section, then, clicking on the **Run Report** button will invoke 7.3.4.2.



vCenters : Physical Server Report for VMware vSphere ESX

Physical Servers	Registered VMs	Powered On VMs		Consumed Memory	Free Memory	CPU Usage	Disk Usage	Disk Commands	Disk Command Aborts	Network Traffic Out	Network Traffic In	Ne
	(Number)	(Number)		(MB)	(%)	(%)	(%)	(Cmds/Sec)	(Aborts/sec)	(Mbps)	(Mbps)	(
	Avg	Avg	Max	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	
Summary -	12.5	6	-	5226.4199	25.76	38.64	37.37	12.44	0	2.15	1.95	4.
vSphere_Esx-i_136	10.19	8	8	5091.12	17.02	63.06	27.5	9.89	0	3.38	2.64	6.
vSphere_Esx-i_150	14.81	3.01	4	5361.71	34.51	14.21	47.23	14.99	0	0.93	1.25	2.

Figure 7.266: The Physical Servers report that appears when the 'Physical Servers' option is chosen from 'Include Stats for'

17. Using the report in 7.3.4.2, you can precisely point your finger at that physical server in a cluster that is responsible for draining the physical resources available to the cluster. Clicking on a physical server here will lead you to Figure 7.267.

Server Report for : vSphere_Esx-i_136:
VMware vSphere ESX

Measures (Unit)	Avg	Max	Min	Graph
Network availability (%)	100	100	100	
Network delay avg (Secs)	0.0017	0.0051	0.0011	
TCP port availability (Percent)	100	100	100	
Powered guests (Number)	7.9967	8	7	
Cpu usage (%)	63.0578	100	24.3	
Free memory (MB)	1044.0086	1294.5228	891.3812	
Data transmits (Mbps)	3.3756	78.9609	0.6641	
Data received (Mbps)	2.6398	30.3125	0.1406	
Disk usage (%)	27.4968	80.4471	0.1831	
Guest CPU (%)	7.7082	96.685	0.4738	
Active memory (MB)	187.5412	600.4766	22.6797	

Figure 7.267: The server report that appears when the Physical Server in a Physical Servers report is clicked

18. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

7.3.4.3 Virtualization Manager - Resource Pools Report

As resource-intensive VM resource pools configured on one/more vSphere/ESX servers in a cluster can drain the physical resources of the corresponding virtual hosts, and consequently affect the aggregated resource base of the cluster, it is imperative that you monitor the current and historical performance of the cluster resource pools, so that resource contentions can be captured early and resolved quickly. The **Cluster - Resource Pools** report enables you to perform just that. Besides helping you identify resource-hungry resource pools in a cluster, this report also enables you to isolate the VM in the pool that is responsible for the abnormal behavior of the pool (if any), and the physical servers on which these VMs operate.

To generate this report, do the following:

1. Select the **Resource Pools** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 7.268 will then appear.

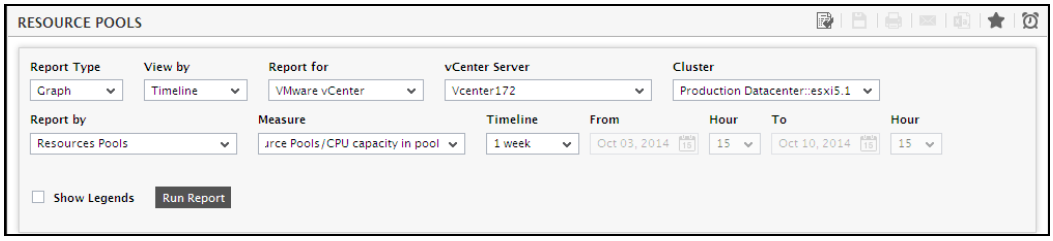


Figure 7.268: Providing the specifications of the Cluster - Resource Pools report

3. First, pick a **Report Type**. For a graphical representation of physical server performance, pick the **Graph** option. To view the metrics related to the resource usage of the physical servers in a cluster in a tabulated form, pick the **Data** option.
4. If the **Report Type** is **Graph**, then the **View by** list will offer 2 options - **Timeline** and **Distribution**. While the **Timeline** option will provide a time-of-day measure graph depicting resource pool performance, the **Distribution** option will result in distribution pie charts and bar graphs being displayed. The default selection is however **Timeline**.
5. By default, the **Report for** list will display **VMware vCenter** as its selection.
6. From the **vCenter Server** list, pick the vCenter server for which the report is to be generated.
7. Upon selecting the **vCenter Server**, the **Cluster** list will get automatically populated with those clusters that are being managed by the chosen **vCenter Server**. Pick a cluster for which this report is to be generated.
8. Then, pick an option from the **Report by** list. By default, the **Resource Pools** option will be chosen here.
9. Next, pick a measure for which a graph is to be generated, from the **Measure** list.
10. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the

Timeline list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.4.3). The steps below discuss each of these settings and how they can be customized.

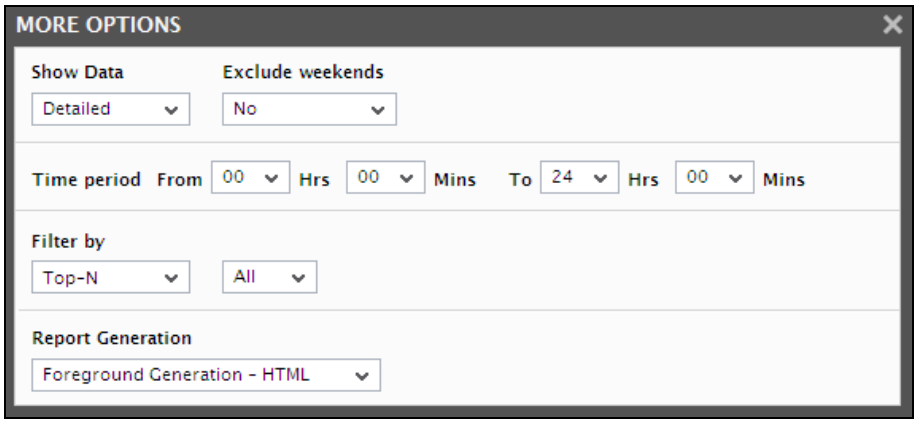


Figure 7.269: The default settings for generating the Cluster – Resource Pools report

12. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test

information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in 7.3.4.3. By default, the **Detailed** option is selected in 7.3.4.3 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.

- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

13. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[VIRTUAL_CLUSTER]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

14. Next, indicate the report **Timeperiod**.
15. You can further filter the resultset of your report picking one of the following options from the **Filter by** list:

    - **Top -N** - Select this option and pick a number from the drop-down list adjacent to it to ensure that the resulting graph only plots the values of the specified number of top players in the chosen performance arena.
    - **Range** - Pick this option and provide a value range in the **From** and **To** text boxes that appear alongside.
    - **Greaterthan** - Pick this option and provide a value in the text box that appears alongside to view the details of only those resource pools which have registered a value greater than the value specified in that box for the chosen **Measure**.

- **Lessthan** - Pick this option and provide a value in the text box that appears alongside to view the details of only those resource pools which have registered a value lesser than the value specified in that box for the chosen **Measure**.

16. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file in the [EG_INSTALL_DIR]\manager\config directory is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

17. Finally, click the **Run Report** button.

18. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report by** option is **Resource pools**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke Figure 7.270.

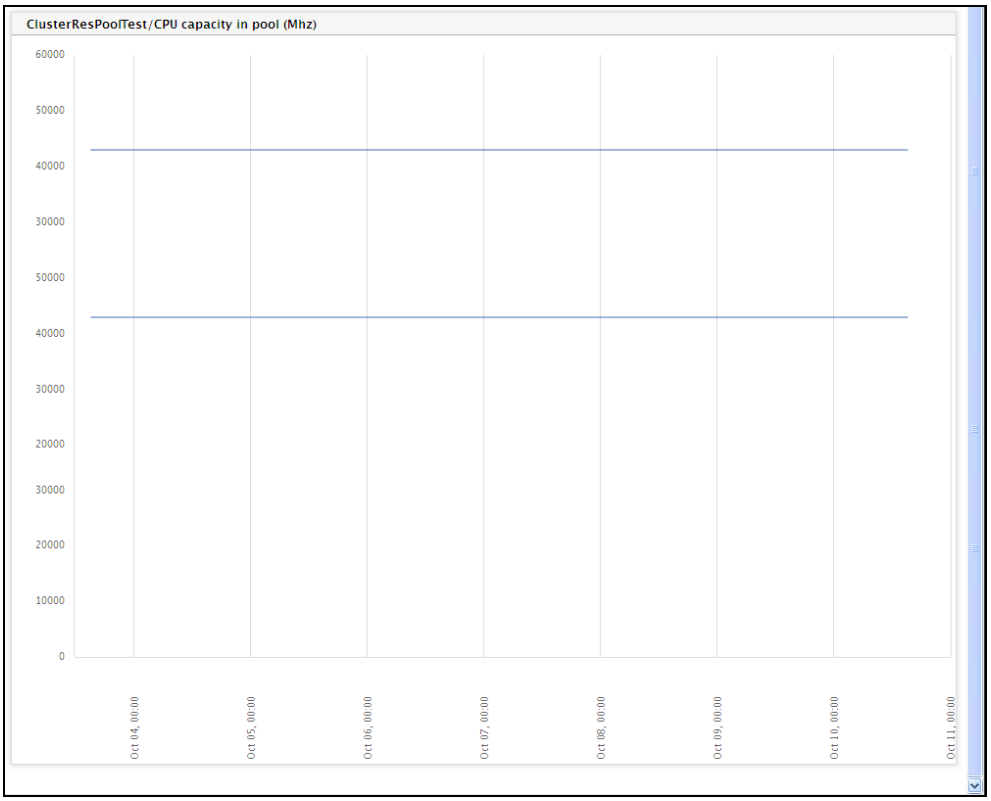


Figure 7.270: A Cluster - Resource Pools report if the 'View by' option chosen is 'Timeline' and 'Report by' option is 'Resource pools'

19. Figure 7.270, as you can see, displays a time-of-day graph - this graph compares the behavior of the chosen performance measure a crisis all the resource pools within the selected cluster during the specified timeline. For instance, if *CPU usage* is the **Measure** chosen, then this graph will compare the CPU usage of the resource pools in the cluster, thus visually enabling you to identify which resource pool is utilizing CPU excessively.

20. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report for** option is **Physical Servers**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke Figure 7.271. The graph displayed in Figure 7.271 will enable you to quickly compare the chosen performance metric across all the physical servers in the selected cluster so that, resource-intensive servers in the cluster can be isolated.

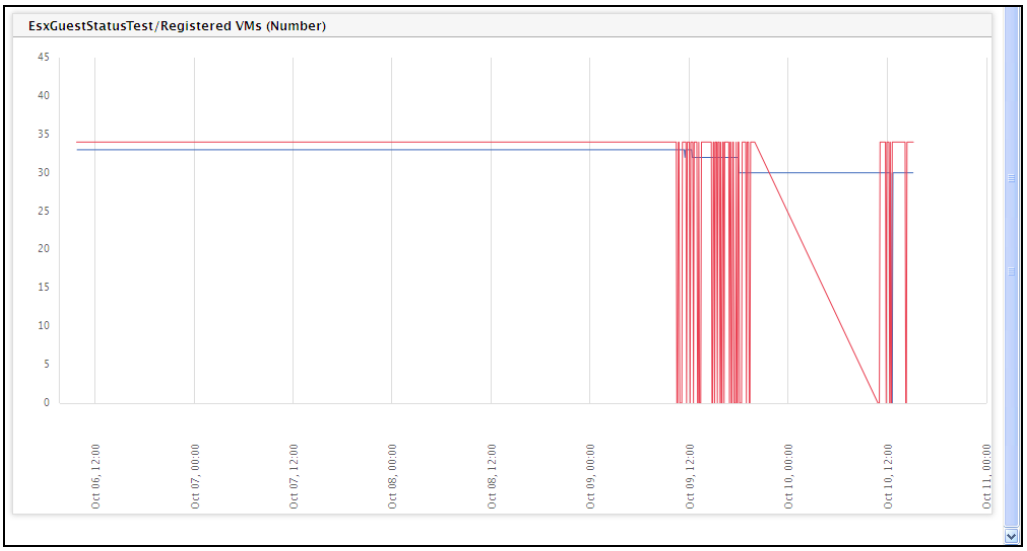


Figure 7.271: A Cluster - Resource pools report that appears when the 'View by' option is 'Timeline' and the 'Report by' option is 'Physical servers'

21. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report for** option is **Virtual Machines**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke Figure 7.272. The graph displayed in Figure 7.272 will enable you to quickly compare the values of the chosen performance metric across all the virtual machines in the selected cluster so that, resource-intensive VMs in the cluster can be isolated.

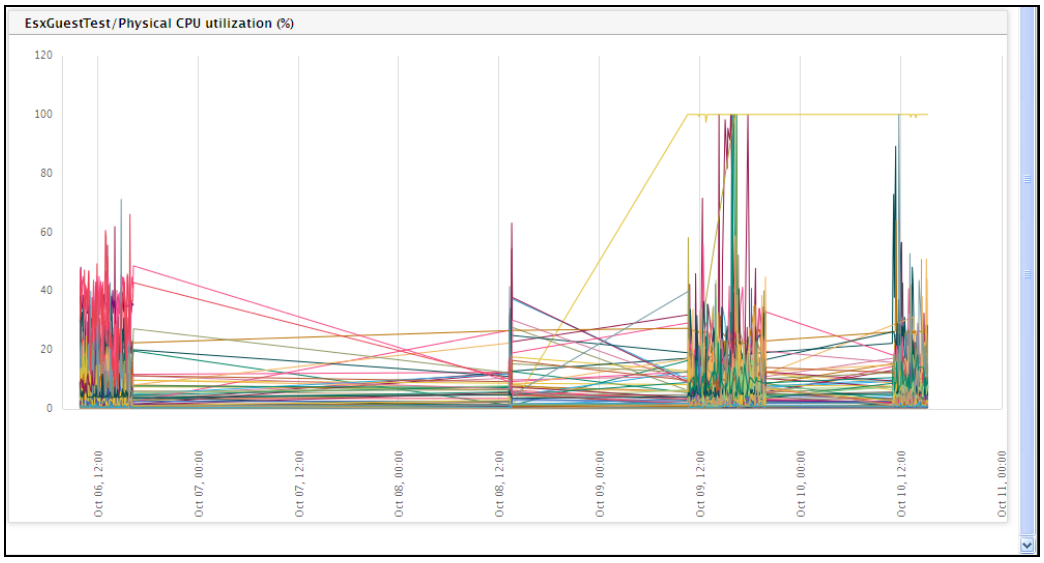


Figure 7.272: The Cluster -Resource pools report if the 'View by' selection is 'Timeline' and the 'Report by' selection is 'Virtual machines'

22. Now, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, the **Report by** option is **Resource Pools**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke Figure 7.273.

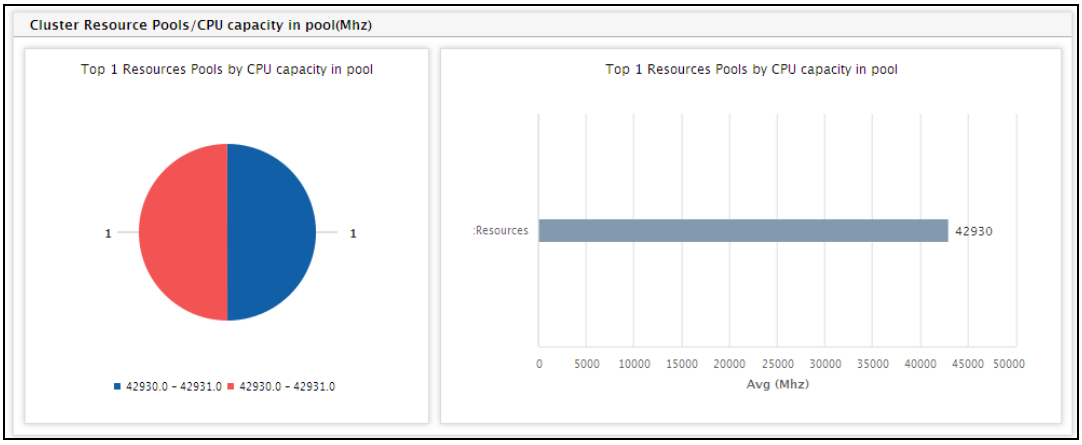


Figure 7.273: The Cluster - Resource Pools report where the 'View by' selection is 'Distribution' and the 'Report by' option is 'Resource Pools'

23. Figure 7.273 comprises of the following:

- A distribution pie chart that depicts the number of resource pools that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Direct VMs in pool* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Direct VMs in pool* - alone is calculated for every resource pool in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of resource pools where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the resource pools that fall within the value range represented by that slice (see Figure 7.274). Against every pool, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A cluster-level **Summary** of the chosen **Measure** will also be available.

  Note:

  By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the **[VIRTUAL_CENTER]** section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [virtual_cluster] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

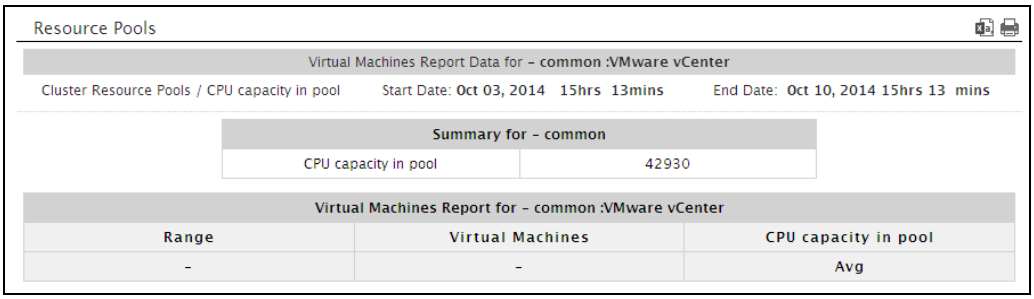


Figure 7.274: The physical servers that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the resource pools that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Direct VMs in Pool* measure, this bar chart reveals the resource pools in the cluster with the maximum direct VMs. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. The [VIRTUAL_cluster] section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_CLUSTER]
```

```
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:

The number of components to be displayed in the Top <N> Components bar chart is configurable. To specify the number, select Top-N from the Filter by list in 7.3.4.3, and pick an option from the adjacent drop-down list.

24. On the other hand, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, the **Report by** option is **Physical Servers**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the **Run Report** button will invoke Figure 7.275.

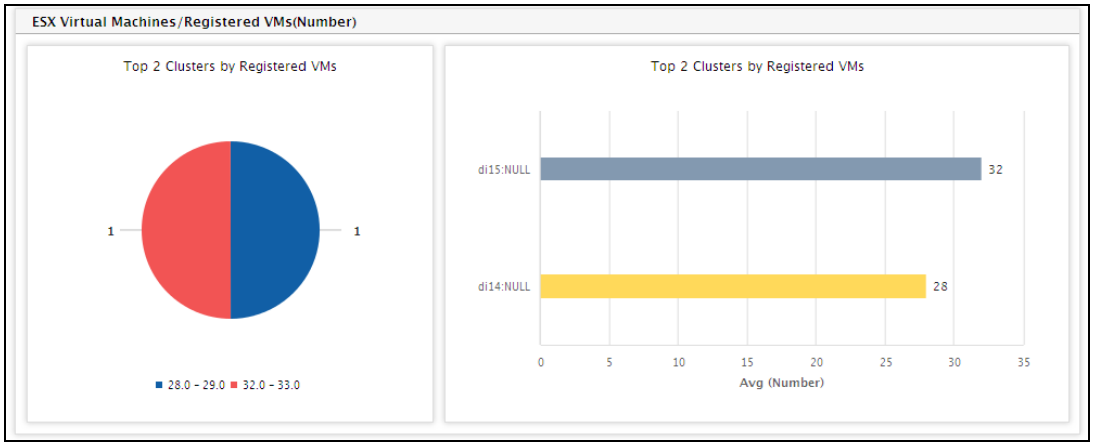


Figure 7.275: The Cluster - Resource pools report where the 'View by' selection is 'Distribution' and the 'Report by' selection is 'Physical Servers'

25. Figure 7.275 comprises of the following:

- A distribution pie chart that depicts the number of physical servers that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured

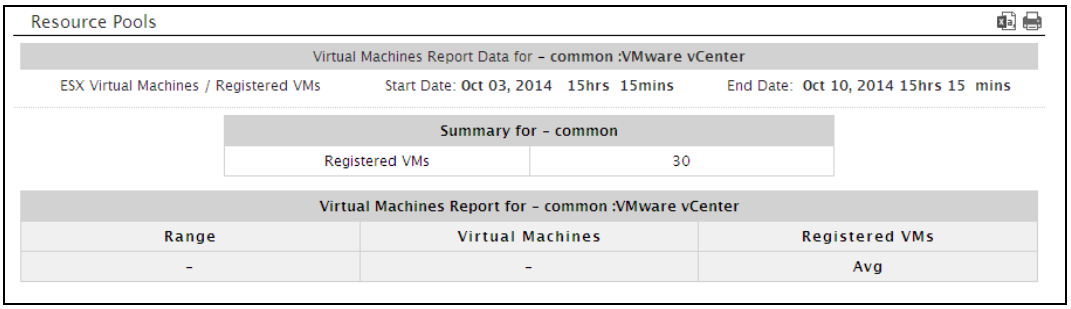
functions on the chosen **Measure**. For instance, assume that *Registered guests* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Registered guests* - alone is calculated for every physical server in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of physical servers where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the physical servers that fall within the value range represented by that slice (see Figure 7.276). Against every server, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A cluster-level **Summary** of the chosen **Measure** will also be available.

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_CENTER] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [virtual_cluster] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.


Resource Pools

Virtual Machines Report Data for - common :VMware vCenter

ESX Virtual Machines / Registered VMs Start Date: Oct 03, 2014 15hrs 15mins End Date: Oct 10, 2014 15hrs 15 mins

Summary for - common	
Registered VMs	30

Virtual Machines Report for - common :VMware vCenter

Range	Virtual Machines	Registered VMs
-	-	Avg

Figure 7.276: The physical servers that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the physical servers that have

topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Registered guests* measure, this bar chart reveals the physical servers in the cluster with which the maximum number of guests have registered. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_ install_dir>**\manager\config** directory. The [VIRTUAL_cluster] section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_CLUSTER]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7


distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,

#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, select **Top-N** from the **Filter by** list in 7.3.4.3, and pick an option from the adjacent drop-down list.

26. Likewise, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, and the **Report for** option is **Virtual Machines**, then picking the **Foreground Generation - HTML** option from the **Report Generation** list and clicking the **Run Report** button will invoke Figure 7.277.

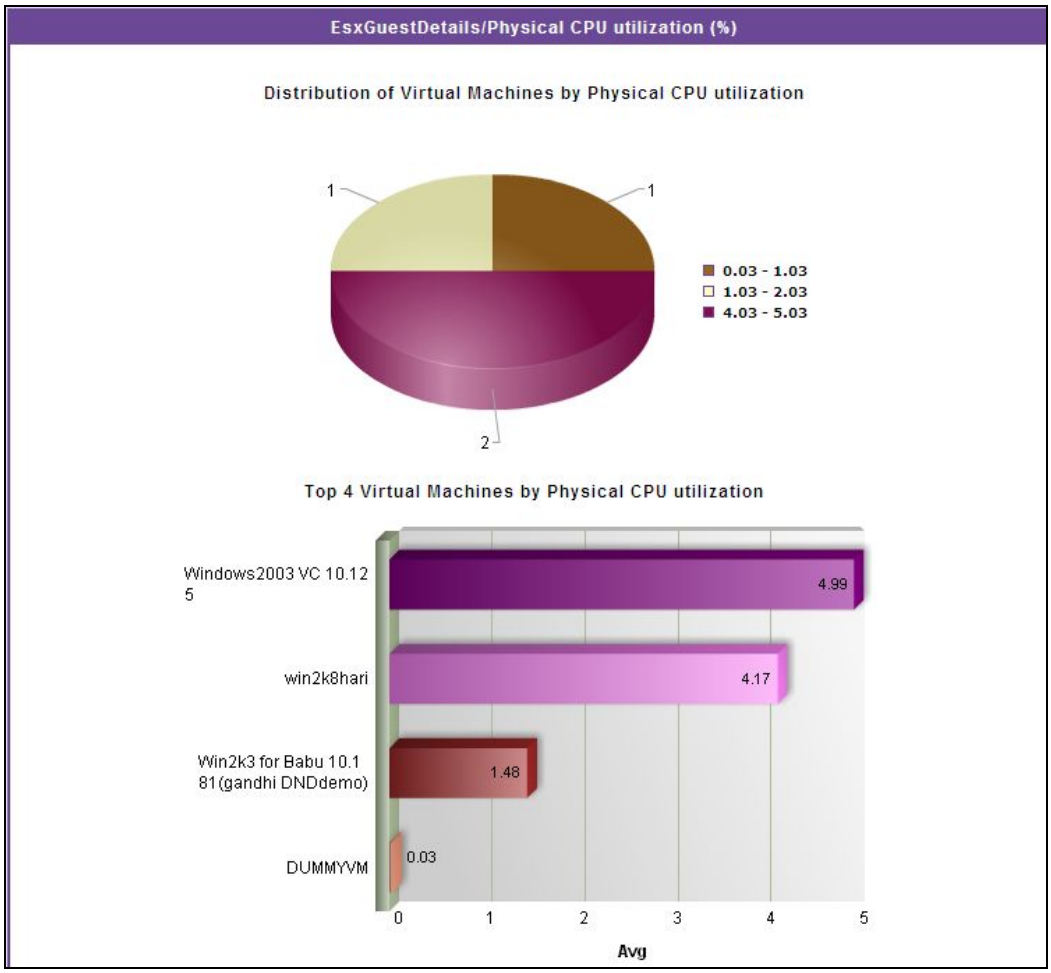


Figure 7.277: A Cluster - Resource pools report that appears when the 'View by' option is 'Distribution' and 'Report by' option is 'Virtual Machines'

27. Figure 7.277 reveals the following:

- A distribution pie chart that depicts the number of virtual machines that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every virtual machine configured on each physical server in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of virtual machines where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the VMs that fall within the value range

represented by that slice (see Figure 7.278). Against every server, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A cluster-level **Summary** of the chosen **Measure** will also be available.

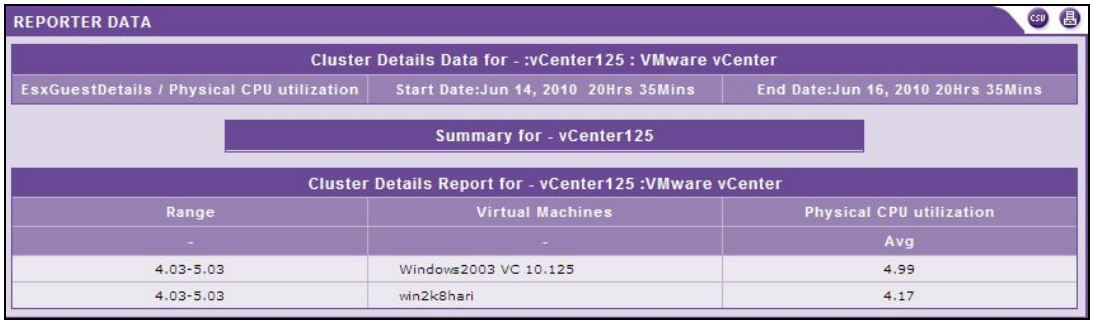
Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_CENTER] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[VIRTUAL_CLUSTER]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.



REPORTER DATA

Cluster Details Data for - :vCenter125 : VMware vCenter

EsxGuestDetails / Physical CPU utilization	Start Date:Jun 14, 2010 20Hrs 35Mins	End Date:Jun 16, 2010 20Hrs 35Mins

Summary for - vCenter125

Cluster Details Report for - vCenter125 :VMware vCenter

Range	Virtual Machines	Physical CPU utilization
-	-	Avg
4.03-5.03	Windows2003 VC 10.125	4.99
4.03-5.03	win2k8hari	4.17

Figure 7.278: The virtual machines that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the VMs that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU utilization* measure, this bar chart reveals the VMs in the cluster that are using CPU excessively. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

Note:

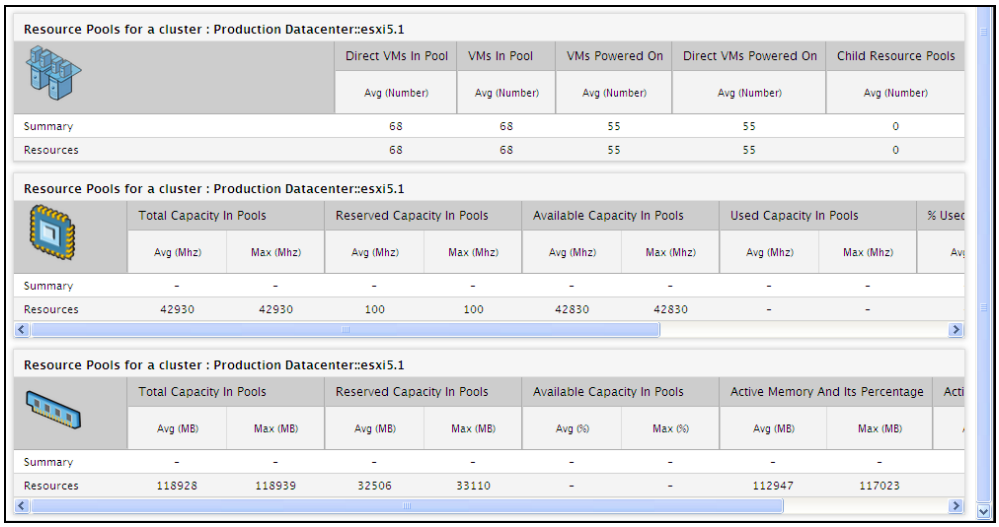
You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. The **[VIRTUAL_CLUSTER]** section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_CLUSTER]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:
The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, select **Top-N** from the **Filter by** list in 7.3.4.3, and pick an option from the adjacent drop-down list.

28. If the **Report Type** is **Data**, then the **View by** list will no longer appear. Also, the **Report by** section will now allow you to choose between the **Physical Servers** and the **Virtual Machines** options. Moreover, besides enabling you to view the data pertaining to all/specific clusters managed by a chosen vCenter server, the **Data** report will also enable you to view the data pertaining to all/specific **Resource Pools**.
29. If the **Report Type** is **Data** and neither the **Physical Servers** nor the **Virtual Machines** check box is selected from **Report by**, then, clicking the **Run Report** button will reveal Figure 7.279.



Resource Pools for a cluster : Production Datacenter::esxi5.1

	Direct VMs In Pool	VMs In Pool	VMs Powered On	Direct VMs Powered On	Child Resource Pools
	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)
Summary	68	68	55	55	0
Resources	68	68	55	55	0

Resource Pools for a cluster : Production Datacenter::esxi5.1

	Total Capacity In Pools		Reserved Capacity In Pools		Available Capacity In Pools		Used Capacity In Pools		% Used
	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Av
Summary	-	-	-	-	-	-	-	-	
Resources	42930	42930	100	100	42830	42830	-	-	

Resource Pools for a cluster : Production Datacenter::esxi5.1

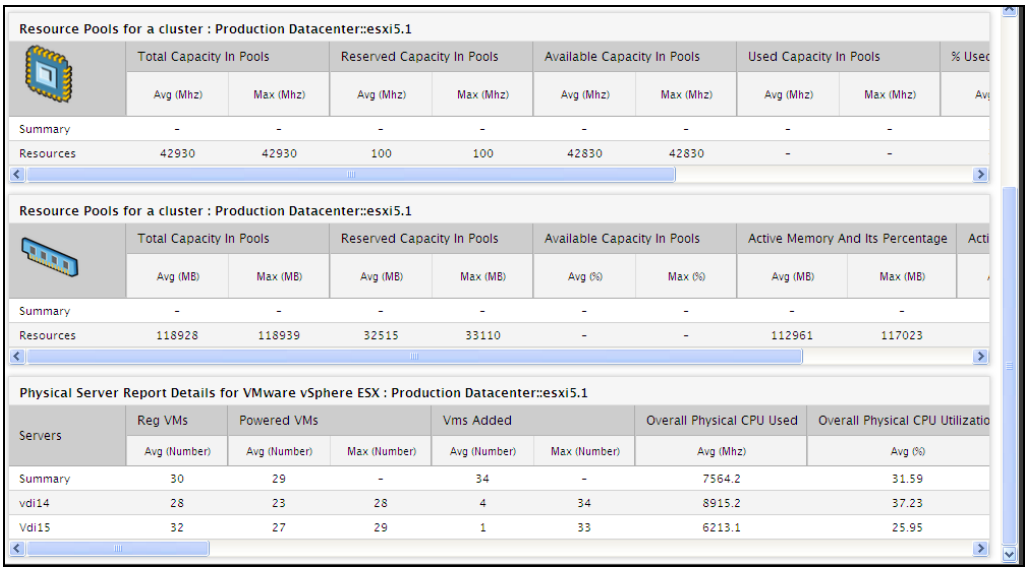
	Total Capacity In Pools		Reserved Capacity In Pools		Available Capacity In Pools		Active Memory And Its Percentage		Acti
	Avg (MB)	Max (MB)	Avg (MB)	Max (MB)	Avg (%)	Max (%)	Avg (MB)	Max (MB)	
Summary	-	-	-	-	-	-	-	-	
Resources	118928	118939	32506	33110	-	-	112947	117023	

Figure 7.279: The Cluster Details Data Report

30. For a particular cluster, Figure 7.279 provides separate sections displaying the user-configured metrics related to the CPU and memory usage of the chosen/all resource pools (depending upon the option chosen from the **Resource pool** list) in that cluster. This way, you can analyze cluster performance over time, and identify the resource-intensive pools in the cluster that are adversely impacting the overall cluster health.

31. Besides metrics, users can also configure the functions that they want applied on the metrics, so that they receive the true picture of the performance of the cluster. The number of values displayed per measure in the report will depend upon the number of functions that the user has configured for the measure.

32. If the **Physical Servers** check box alone is selected from **Report by**, then, Figure 7.280 will appear upon clicking the **Run Report** button. As you can see, in addition to the default sections focusing on CPU and memory usage, Figure 7.280 provides a **Physical Server Report Details** section that provides an overview of the performance of all ESX servers that are part of the chosen cluster. Using this information, you can figure out whether any of the ESX servers have contributed to any deterioration in the performance of the cluster.



Resource Pools for a cluster : Production Datacenter::esxi5.1

	Total Capacity In Pools		Reserved Capacity In Pools		Available Capacity In Pools		Used Capacity In Pools		% Used
	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Av
Summary	-	-	-	-	-	-	-	-	
Resources	42930	42930	100	100	42830	42830	-	-	

Resource Pools for a cluster : Production Datacenter::esxi5.1

	Total Capacity In Pools		Reserved Capacity In Pools		Available Capacity In Pools		Active Memory And Its Percentage		Acti
	Avg (MB)	Max (MB)	Avg (MB)	Max (MB)	Avg (%)	Max (%)	Avg (MB)	Max (MB)	
Summary	-	-	-	-	-	-	-	-	
Resources	118928	118939	32515	33110	-	-	112961	117023	

Physical Server Report Details for VMware vSphere ESX : Production Datacenter::esxi5.1

Servers	Reg VMs	Powered VMs		Vms Added		Overall Physical CPU Used	Overall Physical CPU Utilizatio
	Avg (Number)	Avg (Number)	Max (Number)	Avg (Number)	Max (Number)	Avg (Mhz)	Avg (%)
Summary	30	29	-	34	-	7564.2	31.59
vdi14	28	23	28	4	34	8915.2	37.23
Vdi15	32	27	29	1	33	6213.1	25.95

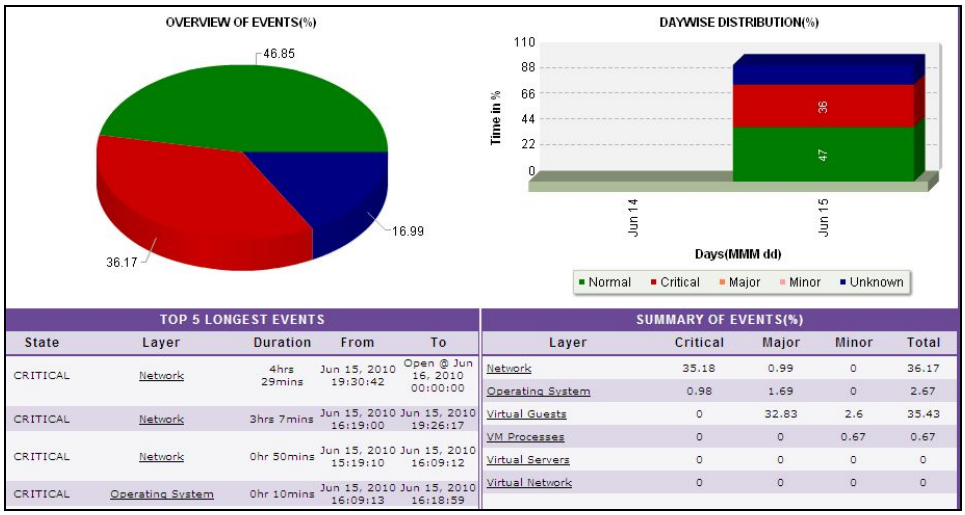
Figure 7.280: A Cluster Details Report providing Physical Server information additionally

33. Clicking on a **Physical Server** link in this section will lead you to a **Server Report** that zooms into the performance of the physical server that was clicked.

34. This **Physical Server Report** section of Figure 7.280 will also provide you with a quick **Summary** of the performance of the cluster across its physical servers.

35. The **Health %** that corresponds to every physical server included in a cluster is a good indicator of how problem-prone that physical server was during the given period. Clicking on this percentage leads you to an Executive Report of that physical server, using which you can determine the type of problems that were encountered by that server during the said period, which layers were frequently affected and on what days (see Figure 7.281).

36. The **Heath %** for the **Summary** row on the other hand signifies the overall health of the cluster.



TOP 5 LONGEST EVENTS

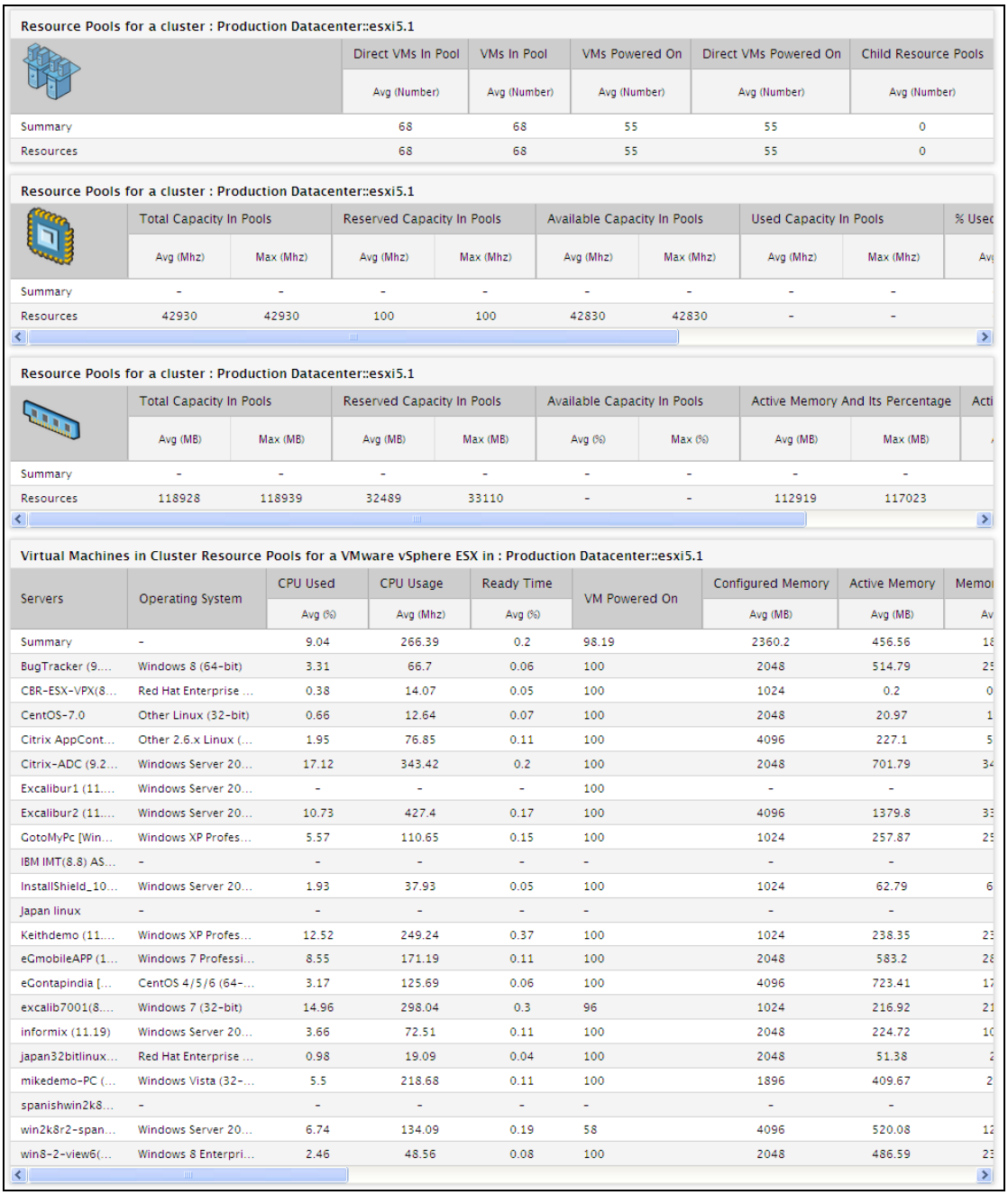
State	Layer	Duration	From	To
CRITICAL	Network	4hrs 29mins	Jun 15, 2010 19:30:42	Open @ Jun 16, 2010 00:00:00
CRITICAL	Network	3hrs 7mins	Jun 15, 2010 16:19:00	Jun 15, 2010 19:26:17
CRITICAL	Network	0hr 50mins	Jun 15, 2010 15:19:10	Jun 15, 2010 16:09:12
CRITICAL	Operating System	0hr 10mins	Jun 15, 2010 16:09:13	Jun 15, 2010 16:18:59

SUMMARY OF EVENTS(%)

Layer	Critical	Major	Minor	Total
Network	35.18	0.99	0	36.17
Operating System	0.98	1.69	0	2.67
Virtual Guests	0	32.83	2.6	35.43
VM Processes	0	0	0.67	0.67
Virtual Servers	0	0	0	0
Virtual Network	0	0	0	0

Figure 7.281: An Executive Report of the physical server

37. If the **Virtual Machines** check box alone is selected from **Report by**, then, Figure 7.282 will appear upon clicking the Run Report button. As you can see, in addition to the default sections focusing on CPU and memory usage, Figure 7.282 provides a **Virtual Machines** section that indicates how resource-intensive each VM in the cluster is. Using this information, you can figure out whether any of the VMs have contributed to any deterioration in the performance of the cluster.



Resource Pools for a cluster : Production Datacenter::esxi5.1

	Direct VMs In Pool	VMs In Pool	VMs Powered On	Direct VMs Powered On	Child Resource Pools
	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)	Avg (Number)
Summary	68	68	55	55	0
Resources	68	68	55	55	0

Resource Pools for a cluster : Production Datacenter::esxi5.1

	Total Capacity In Pools		Reserved Capacity In Pools		Available Capacity In Pools		Used Capacity In Pools		% Used
	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Avg (Mhz)	Max (Mhz)	Av
Summary	-	-	-	-	-	-	-	-	
Resources	42930	42930	100	100	42830	42830	-	-	

Resource Pools for a cluster : Production Datacenter::esxi5.1

	Total Capacity In Pools		Reserved Capacity In Pools		Available Capacity In Pools		Active Memory And Its Percentage		Acti
	Avg (MB)	Max (MB)	Avg (MB)	Max (MB)	Avg (%)	Max (%)	Avg (MB)	Max (MB)	
Summary	-	-	-	-	-	-	-	-	
Resources	118928	118939	32489	33110	-	-	112919	117023	

Virtual Machines in Cluster Resource Pools for a VMware vSphere ESX in : Production Datacenter::esxi5.1

Servers	Operating System	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active Memory	Memo
		Avg (%)	Avg (Mhz)	Avg (%)		Avg (MB)	Avg (MB)	Av
Summary	-	9.04	266.39	0.2	98.19	2360.2	456.56	18
BugTracker (9....	Windows 8 (64-bit)	3.31	66.7	0.06	100	2048	514.79	25
CBR-ESX-VPX(8...	Red Hat Enterprise ...	0.38	14.07	0.05	100	1024	0.2	0
CentOS-7.0	Other Linux (32-bit)	0.66	12.64	0.07	100	2048	20.97	1
Citrix AppCont...	Other 2.6.x Linux (...	1.95	76.85	0.11	100	4096	227.1	5
Citrix-ADC (9.2...	Windows Server 20...	17.12	343.42	0.2	100	2048	701.79	34
Excalibur1 (11....	Windows Server 20...	-	-	-	100	-	-	
Excalibur2 (11....	Windows Server 20...	10.73	427.4	0.17	100	4096	1379.8	33
GotoMyPc [Win...	Windows XP Profes...	5.57	110.65	0.15	100	1024	257.87	25
IBM IMT(8.8) AS...	-	-	-	-	-	-	-	
InstallShield_10...	Windows Server 20...	1.93	37.93	0.05	100	1024	62.79	6
Japan linux	-	-	-	-	-	-	-	
Keithdemo (11....	Windows XP Profes...	12.52	249.24	0.37	100	1024	238.35	23
eGmobileAPP (1...	Windows 7 Professi...	8.55	171.19	0.11	100	2048	583.2	28
eGontapindia [...	CentOS 4/5/6 (64-...	3.17	125.69	0.06	100	4096	723.41	17
excalib7001(8....	Windows 7 (32-bit)	14.96	298.04	0.3	96	1024	216.92	21
informix (11.19)	Windows Server 20...	3.66	72.51	0.11	100	2048	224.72	10
japan32bitlinux...	Red Hat Enterprise ...	0.98	19.09	0.04	100	2048	51.38	2
mikedemo-PC (...	Windows Vista (32-...	5.5	218.68	0.11	100	1896	409.67	2
spanishwin2k8...	-	-	-	-	-	-	-	
win2k8r2-span...	Windows Server 20...	6.74	134.09	0.19	58	4096	520.08	12
win8-2-view6(...	Windows 8 Enterpri...	2.46	48.56	0.08	100	2048	486.59	23

Figure 7.282: A Cluster Details Report additionally providing virtual machine information

38. Clicking on a VM in this section will lead you to the **Virtual Machine Details** report of that VM.

39. If the **All** option had been chosen from the **Cluster** list in Figure 7.283, the resulting report will display CPU and memory usage metrics related to every cluster configured on the chosen **vCenter Server** (see Figure 7.283). If both the **Physical Servers** and **Virtual Machines** check boxes are selected, then the report will also explore the resource usage of the ESX servers and

VMs in all the clusters managed by the chosen **vCenter Server** (see Figure 7.283).

Cpu usage details for Cluster Resourcepool for a cluster : --All--

Resourcepools	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary -	1149.79	-	1783.3	-	15.48	-	3065.05	-	8.07	-	12.75	-
ESX 179->Datacenter 179::cluster 179 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX102->102 DC::Cluster 102 Resources	1120.19	2444	3642.72	4792	0	0	3642.72	4792	11.69	25.5	20.01	43.66
ESX136->eG_DC::cluster136 Resources	1981.76	4801	10623.68	11643	123.82	151	10499.86	11492	9.05	28.59	15.53	37.63
ESX136->eG_DC::cluster136 Resources/Rp-136	347.43	698	0	0	0	0	10377.8	11492	3.47	7.09	2.72	5.47
ESX136->eG_DC::sr1 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr2 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources/sr	-	-	0	0	0	0	0	0	-	-	-	-

Memory usage details for Cluster Resourcepool for a cluster : --All--

Resourcepools	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary -	954.44	-	1318.9	-	168.48	-	92.07	-	156.81	-
ESX 179->Datacenter 179::cluster 179 Resources	0	0	0	0	0	0	-	-	-	-
ESX102->102 DC::Cluster 102 Resources	301.44	1497	1137.97	1497	203.04	270.2	99.9	294.67	222.03	617.76
ESX136->eG_DC::cluster136 Resources	5773.48	6216	9413.23	10332	918.26	1017	141.56	248.63	205.18	781.25
ESX136->eG_DC::cluster136 Resources/Rp-136	1560.62	2007	0	0	226.51	307	34.76	74.43	43.21	135.85
ESX136->eG_DC::sr1 Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr2 Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources/sr	0	0	0	0	0	0	-	-	-	-

Virtual Machines in Cluster Resource Pools for a VMware vSphere ESX in : --All--

	Operating System	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active memory	Memory Usage	Disk Capacity	Disk Writes	Disk Reads	Network Traffic Out	Network Traffic In
		(%)	(Mhz)	(%)	(Percent)	(MB)	(MB)	(%)	(MB)	(MB/Sec)	(MB/Sec)	(Mbps)	(Mbps)
		Avg	Avg	Avg		Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg
Summary	-	2.56	167.75	0.18	95	839.43	130.31	17.73	12753.45	0.11	0.03	0.02	0.07
LINel4-NarenTeam	Linux	4.66	305.76	0.42	96	1046.62	63.21	6.04	9216	-	-	0.01	0.01
Naren testting DND	-	-	-	-	-	-	-	-	18432	-	-	-	-
New Virtual Machine-SR	-	-	-	-	-	-	-	-	8192	-	-	-	-
VMware Studio	-	1.33	88.35	0.14	99	512.93	30.81	6.01	30720	0.11	0.02	0.02	0.04
eG Enterprise Suite	Linux	6.66	428.29	0.28	99	1024.25	411.56	40.18	10240	0.21	0.02	0.05	0.19
eG Enterprise Suite- JV	Linux	3.31	213.98	0.28	99	1024.58	236.39	23.08	10240	0.17	0.01	0.03	0.05
ifconfig	-	0.72	49.46	0.32	99	1033.26	5.34	0.52	10240	0	0	0	0
vm2008	-	0.03	4.56	0	99	1388.44	0.6	0.04	8192	-	-	0	0
winsys-karthi	Windows Server 2003	3.05	198.26	0.12	99	500	154	30.8	18432	-	-	0.02	0.08
xendesktopxpvc	-	0.42	30.72	0.02	99	512.52	52.37	10.22	8192	0	0	0	0
xendesktopxpvc (10.153)	-	2.9	190.35	0.06	66	512.24	218.52	42.67	8192	0.19	0.14	0.05	0.22

Physical Server Report Details for VMware vSphere ESX in the Cluster : --All--

	Registered VMs	Powered On VMs		Consumed Memory	Free Memory	CPU Usage	Disk Usage	Disk Commands	Disk Command Aborts	Network Traffic Out	Network Traffic In	Network Usage	Health
	(Number)	(Number)		(MB)	(%)	(%)	(%)	(Cmds/Sec)	(Aborts/sec)	(Mbps)	(Mbps)	(Mbps)	(%)
	Avg	Avg	Max	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	
Summary	7.82	5.76	-	3314.19	46.01	13.41	97.86	39.22	0	0.61	0.49	1.11	3.86
Esxi_136	7.82	5.76	7	3314.19	46.01	13.41	97.86	39.22	0	0.61	0.49	1.11	3.11

Figure 7.283: The Cluster Details report revealing the CPU and memory usage of every cluster on a vCenter

40. To zoom into the performance of a particular cluster, just click on it. Figure 7.284 will then appear.

Cpu usage details for Cluster Resourcepool for a cluster : new_cluster

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used		CPU limit	
	(%)		(%)		(%)		(%)		(%)		(%)		(%)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	-	-	2328.6	-	30.2	-	11492	-	-	-	-	-	11643	-
resources	-	-	11643	11643	151	151	11492	11492	-	-	-	-	11643	11643
resources/new_clusterpool	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/new_clusterpool/eqpo ...	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/resourcepoolfor179	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/resourcepoolfor179/c ...	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-

Memory usage details for Cluster Resourcepool for a cluster : new_cluster

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Memory limit of pool		Active memory used		Active memory	
	(%)		(%)		(%)		(%)		(%)		(%)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1437.66	-	1305.18	-	317.81	-	6525.92	-	-	-	-	-
resources	5393.73	5618	6525.92	6528	1047.88	1049	6525.92	6528	-	-	-	-
resources/new_clusterpool	1016.15	1047	0	0	314.19	315	-	-	-	-	-	-
resources/new_clusterpool/eqpo ...	274.67	277	0	0	103	103	-	-	-	-	-	-
resources/resourcepoolfor179	503.77	559	0	0	124	124	-	-	-	-	-	-
resources/resourcepoolfor179/c ...	0	0	0	0	0	0	-	-	-	-	-	-

Figure 7.284: A report displaying the details of a particular cluster

41. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the PDF icon in that page.

7.3.4.4 Virtualization Manager - Virtual Machines Report

A resource-intensive VM running on a host operating system can create a severe dent in not only the resources of the host, but also the consolidated resources of the cluster to which the host belongs. It is imperative that you monitor the current and historical performance of the VMs in a cluster, so that resource contentions can be captured early and resolved quickly. The **Cluster - Virtual Machines** report provides you with historical insights into the performance of VMs with a cluster, thereby turning the spotlight on potential resource contentions.

To generate this report, do the following:

1. Select the **Virtual Machines** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 7.285 will then appear.

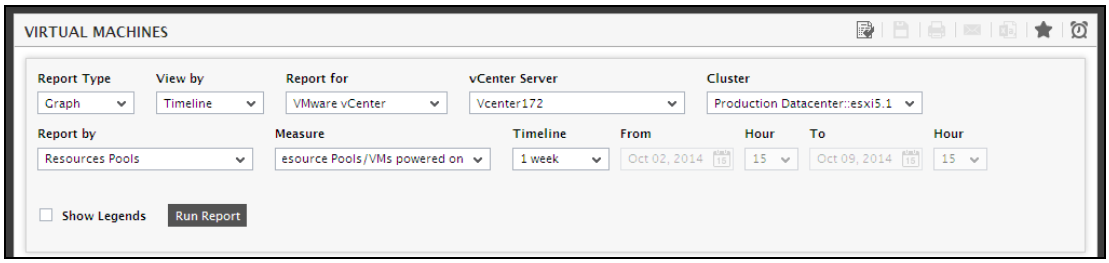


Figure 7.285: Providing the specifications of the Cluster - Virtual Machines report

3. First, pick a **Report Type**. For a graphical representation of the VM performance, pick the **Graph** option. To view the metrics related to the resource usage of the VMs in a cluster in a tabulated form, pick the **Data** option.
4. If the **Report Type** is **Graph**, then the **View by** list will offer 2 options - **Timeline** and **Distribution**. While the **Timeline** option will provide a time-of-day measure graph depicting resource pool performance, the **Distribution** option will result in distribution pie charts and bar graphs being displayed. The default selection is however **Timeline**.
5. By default, the **Report for** list will display **VMware vCenter** as its selection.
6. From the **vCenter Server** list, pick the vCenter server for which the report is to be generated.
7. Upon selecting the **vCenter Server**, the **Cluster** list will get automatically populated with those clusters that are being managed by the chosen **vCenter Server**. Pick a cluster for which this report is to be generated.
8. Then, pick an option from the **Report by** list. By default, the **Virtual Machines** option will be chosen here.
9. Next, pick a measure for which a graph is to be generated, from the **Measure** list.
10. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

    Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.286). The steps below discuss each of these settings and how they can be customized.

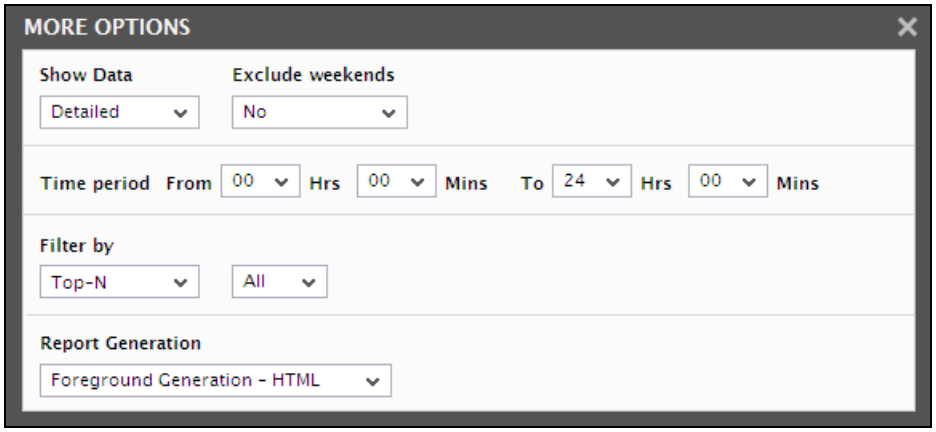


Figure 7.286: The default settings for generating the Cluster Virtual Machines report

12. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of

data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.286. By default, the **Detailed** option is selected in Figure 7.286 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the [MISC] section of the file, you will find a **DetailedTime** parameter.
- Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
- For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
- Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see 5.1) informing you that only the **Trend** option is permitted.
- To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

13. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[VIRTUAL_CLUSTER]** section of the file, the **EXCLUDE_WEEKEND**parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
    - Save the file after making the required changes.

14. Next, indicate the report **Time period**.
15. You can further filter the resultset of your report picking one of the following options from the **Filter by** list:

    - **TOP-N** - Select this option and pick a **TOP-N** or a **LAST-N** option from the drop-down list adjacent to it to ensure that the resulting graph only plots the values of the specified number of **TOP** / **LAST**players in the chosen performance arena.

- **Range**- Pick this option and provide a value range in the **From**and **To**text boxes that appear alongside.
- **Greaterthan**- Pick this option and provide a value in the text box that appears alongside to view the details of only those resource pools which have registered a value greater than the value specified in that box for the chosen **Measure**.
- **Lessthan**- Pick this option and provide a value in the text box that appears alongside to view the details of only those resource pools which have registered a value lesser than the value specified in that box for the chosen **Measure**.

16. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file in the [EG_INSTALL_DIR]\manager\config directory is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

17. Finally, click the **Run Report** button.
18. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report by** option is **Resource Pools**, and the option chosen from the **Report Generation** list is **Foreground**

Generation - HTML, then, clicking the **Run Report** button will invoke Figure 7.287.

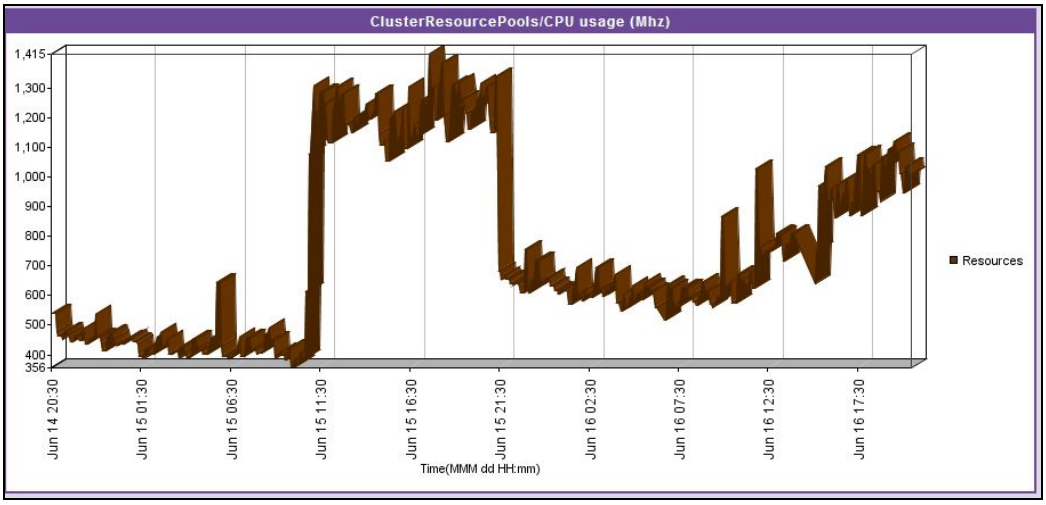


Figure 7.287: A Cluster - Resource Pools report if the 'View by' option chosen is 'Timeline' and 'Report by' option is 'Resource pools'

19. Figure 7.287, as you can see, displays a time-of-day graph - this graph compares the behavior of the chosen performance measure acriss all the resource pools within the selected cluster during the specified timeline. For instance, if *CPU usage* is the **Measure** chosen, then this graph will compare the CPU usage of the resource pools in the cluster, thus visually enabling you toidentify which resource pool is utilizing CPU excessively.

20. If the **Report Type** is **Graph**, the **View by** selection is **Timeline**, the **Report for** option is **Physical Servers**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke 7.3.4.4. The graph displayed in 7.3.4.4 will enable you to quickly compare the chosen performance metric across all the physical servers in the selected cluster so that, resource-intensive servers in the cluster can be isolated.

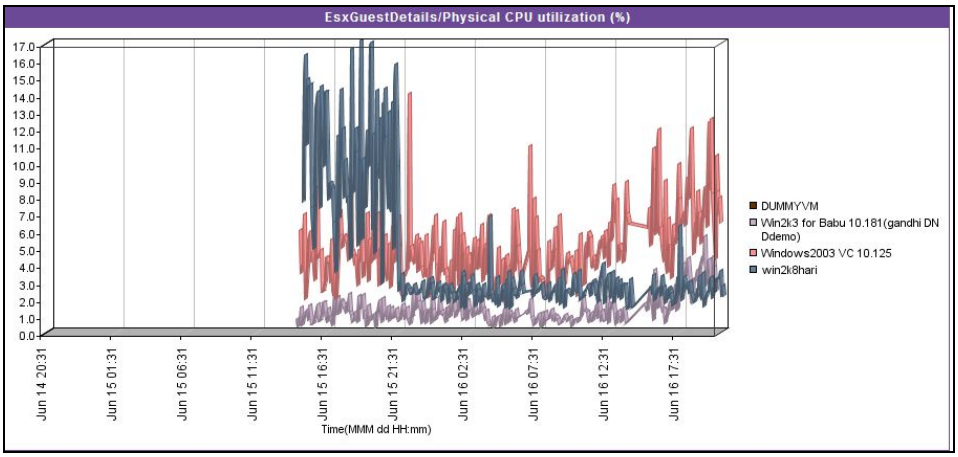


Figure 7.288: The Cluster -Virtual Machines report if the 'View by' selection is 'Timeline' and the 'Report by' selection is 'Virtual machines'

21. Now, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, the **Report by** option is **Virtual Machines**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke Figure 7.289.

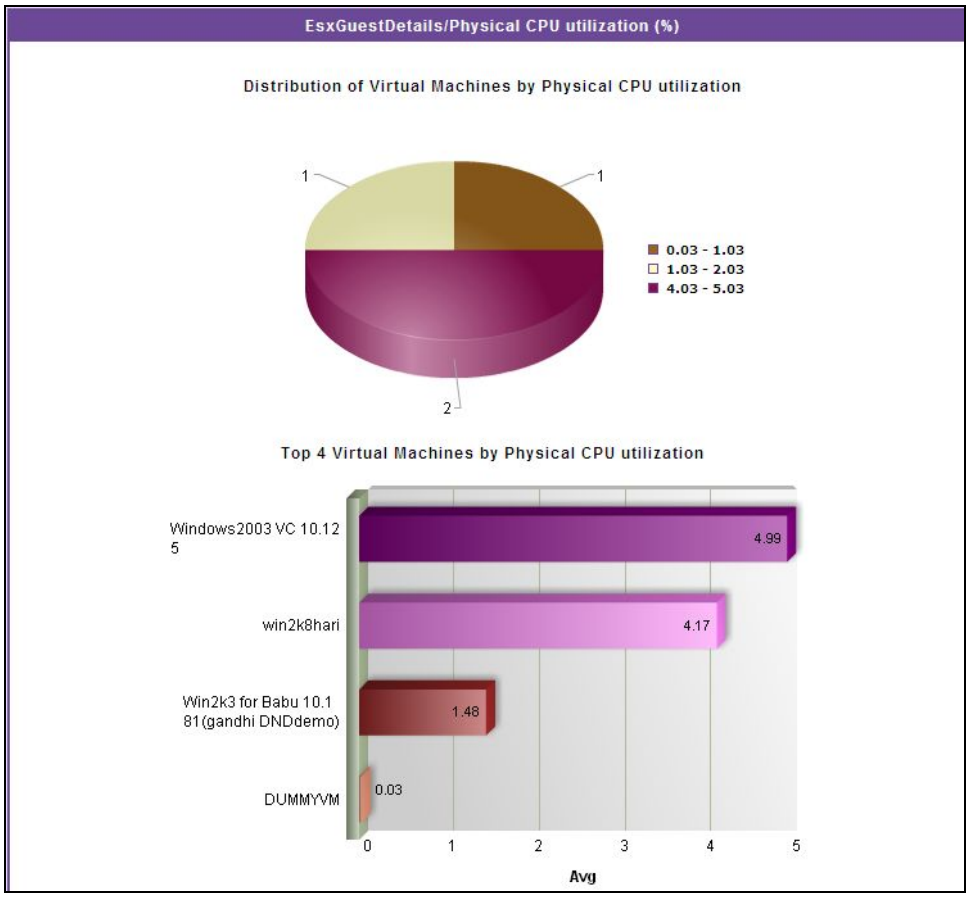


Figure 7.289: A Cluster - Resource pools report that appears when the 'View by' option is 'Distribution' and 'Report by' option is 'Virtual Machines'

22. Figure 7.289 reveals the following:

- A distribution pie chart that depicts the number of virtual machines that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every virtual machine configured on each physical server in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of virtual machines where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the VMs that fall within the value range represented by that slice (see Figure 7.290). Against every server, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A cluster-level **Summary** of the chosen **Measure** will also be available.

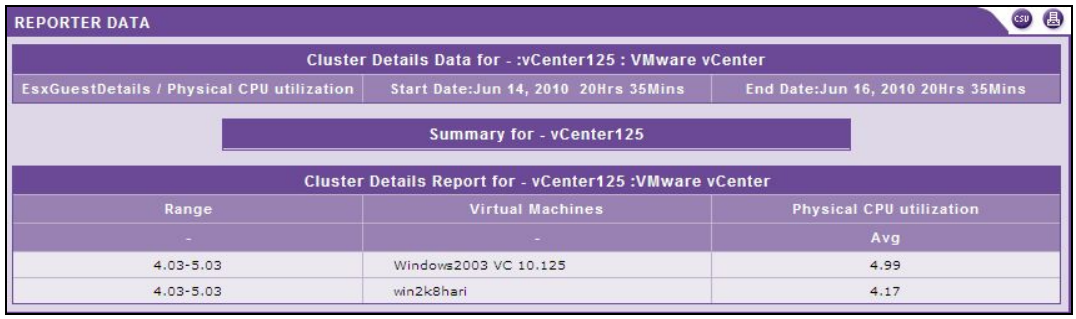
Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_CENTER] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[VIRTUAL_CLUSTER]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.


REPORTER DATA

Cluster Details Data for - :vCenter125 : VMware vCenter

EsxGuestDetails / Physical CPU utilization	Start Date:Jun 14, 2010 20Hrs 35Mins	End Date:Jun 16, 2010 20Hrs 35Mins

Summary for - vCenter125

Cluster Details Report for - vCenter125 :VMware vCenter

Range	Virtual Machines	Physical CPU utilization
-	-	Avg
4.03-5.03	Windows2003 VC 10.125	4.99
4.03-5.03	win2k8hari	4.17

Figure 7.290: The virtual machines that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the VMs that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU utilization* measure, this bar chart reveals the VMs in the cluster that are using CPU excessively. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <EG_

INSTALL_DIR>\manager\config directory. The **[VIRTUAL_CLUSTER]** section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_CLUSTER]

ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,#8b8cc2,
#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,#e4c536,
#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,#ffd13e,
#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:

The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, select **Top-N** from the **Filter by** list in Figure 7.286 and pick an option from the adjacent drop-down list.

23. If the **Report Type** is **Data**, then the **View by** list will no longer appear. Also, the **Report by** section will now allow you to choose between the **Physical Servers** and the **Virtual Machines** options - here again, the **Virtual Machines** option will be chosen by default. Moreover, besides enabling you to view the data pertaining to all/specific clusters managed by a chosen vCenter server, the **Data** report will also enable you to view the data pertaining to all/specific **Resource Pools**.
24. If the **Virtual Machines** check box alone is selected from **Report by**, then, 7.3.4.4 will appear upon clicking the Run Report button. As you can see, in addition to the default sections focusing on CPU and memory usage, 7.3.4.4 provides a **Virtual Machines** section that indicates how resource-intensive each VM in the cluster is. Using this information, you can figure out whether any of the VMs have contributed to any deterioration in the performance of the cluster.

Cpu usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1297.04	-	5793.13	-	65.32	-	11457.47	-	6.47	-	10.17	-
Resources	2208.87	4801	11586.25	11643	130.65	151	11455.6	11643	9.58	28.59	17.31	37.63
Resources/Rp-136	385.2	698	0	0	0	0	11459.35	11492	3.36	6.07	3.02	5.47

Memory usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	3596.96	-	5139.97	-	606.42	-	99.25	-	-	-
Resources	5727.63	6216	10279.94	10332	982.91	1017	156.37	248.63	-	-
Resources/Rp-136	1466.29	2007	0	0	229.93	307	42.14	74.43	-	-

Virtual Machines in Cluster Resource Pools for a VMware vSphere ESX in : ESX136->eG_DC::cluster136

	Operating System	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active memory	Memory Usage	Disk Capacity	Disk Writes	Disk Reads	Network Traffic Out	Network Traffic In
		(%)	(Mhz)	(%)	(Percent)	(MB)	(MB)	(%)	(MB)	(MB/Sec)	(MB/Sec)	(Mbps)	(Mbps)
		Avg	Avg	Avg		Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg
Summary	-	2.55	166.99	0.2	98.62	880.34	119.24	14.69	13209.6	0.1	0.02	0.02	0.06
LINel4-NarenTeam	Linux	4.66	305.76	0.42	96	1046.62	63.21	6.04	9216	-	-	0.01	0.01
Naren testting DND	-	-	-	-	-	-	-	-	18432	-	-	-	-
New Virtual Machine-SR	-	-	-	-	-	-	-	-	8192	-	-	-	-
VMware Studio	-	1.39	91.88	0.14	99	512.91	39.48	7.7	30720	0.14	0.07	0.06	0.13
eG Enterprise Suite	Linux	6.45	414.93	0.27	99	1024.39	369.94	36.12	10240	0.2	0.02	0.05	0.16
eG Enterprise Suite- JV	Linux	3.49	226.01	0.29	99	1024.47	270.41	26.4	10240	0.17	0.01	0.03	0.06
ifconfig	-	0.72	49.52	0.34	99	1033.28	5.29	0.51	10240	0	0	0	0
vm2008	-	0.03	4.56	0	99	1388.44	0.79	0.06	8192	-	-	0	0

Figure 7.291: A Cluster Details Report additionally providing virtual machine information

25. Clicking on a VM in this section will lead you to the **Virtual Machine Details** report of that VM.

26. If the **All** option had been chosen from the **Cluster** list in Figure 7.285, the resulting report will display CPU and memory usage metrics related to every cluster configured on the chosen **vCenter Server** (see Figure 7.292). If both the **Physical Servers** and **Virtual Machines** check boxes are selected, then the report will also explore the resource usage of the ESX servers and VMs in all the clusters managed by the chosen **vCenter Server** (see Figure 7.292).

Cpu usage details for Cluster Resourcepool for a cluster : --All--

Resourcepools	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary -	1149.79	-	1783.3	-	15.48	-	3065.05	-	8.07	-	12.75	-
ESX 179->Datacenter 179::cluster 179 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX102->102 DC::Cluster 102 Resources	1120.19	2444	3642.72	4792	0	0	3642.72	4792	11.69	25.5	20.01	43.66
ESX136->eG_DC::cluster136 Resources	1981.76	4801	10623.68	11643	123.82	151	10499.86	11492	9.05	28.59	15.53	37.63
ESX136->eG_DC::cluster136 Resources/Rp-136	347.43	698	0	0	0	0	10377.8	11492	3.47	7.09	2.72	5.47
ESX136->eG_DC::sr1 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr2 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources/sr	-	-	0	0	0	0	0	0	-	-	-	-

Memory usage details for Cluster Resourcepool for a cluster : --All--

Resourcepools	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary -	954.44	-	1318.9	-	168.48	-	92.07	-	156.81	-
ESX 179->Datacenter 179::cluster 179 Resources	0	0	0	0	0	0	-	-	-	-
ESX102->102 DC::Cluster 102 Resources	301.44	1497	1137.97	1497	203.04	270.2	99.9	294.67	222.03	617.76
ESX136->eG_DC::cluster136 Resources	5773.48	6216	9413.23	10332	918.26	1017	141.56	248.63	205.18	781.25
ESX136->eG_DC::cluster136 Resources/Rp-136	1560.62	2007	0	0	226.51	307	34.76	74.43	43.21	135.85
ESX136->eG_DC::sr1 Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr2 Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources/sr	0	0	0	0	0	0	-	-	-	-

Virtual Machines in Cluster Resource Pools for a VMware vSphere ESX in : --All--

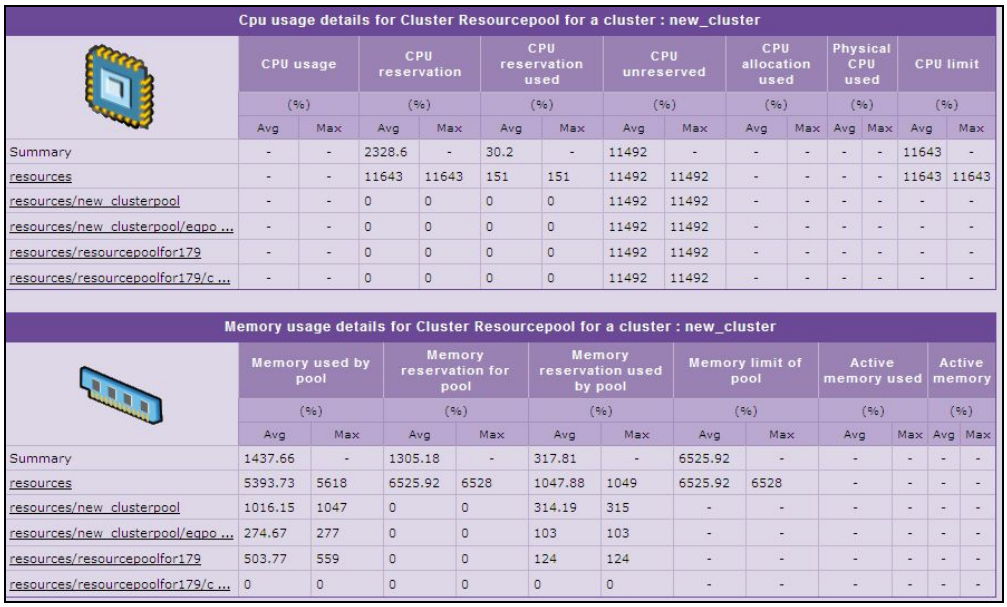
	Operating System	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active memory	Memory Usage	Disk Capacity	Disk Writes	Disk Reads	Network Traffic Out	Network Traffic In
		(%)	(Mhz)	(%)	(Percent)	(MB)	(MB)	(%)	(MB)	(MB/Sec)	(MB/Sec)	(Mbps)	(Mbps)
		Avg	Avg	Avg		Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg
Summary	-	2.56	167.75	0.18	95	839.43	130.31	17.73	12753.45	0.11	0.03	0.02	0.07
LINel4-NarenTeam	Linux	4.66	305.76	0.42	96	1046.62	63.21	6.04	9216	-	-	0.01	0.01
Naren testting DND	-	-	-	-	-	-	-	-	18432	-	-	-	-
New Virtual Machine-SR	-	-	-	-	-	-	-	-	8192	-	-	-	-
VMware Studio	-	1.33	88.35	0.14	99	512.93	30.81	6.01	30720	0.11	0.02	0.02	0.04
eG Enterprise Suite	Linux	6.66	428.29	0.28	99	1024.25	411.56	40.18	10240	0.21	0.02	0.05	0.19
eG Enterprise Suite- JV	Linux	3.31	213.98	0.28	99	1024.58	236.39	23.08	10240	0.17	0.01	0.03	0.05
ifconfig	-	0.72	49.46	0.32	99	1033.26	5.34	0.52	10240	0	0	0	0
vm2008	-	0.03	4.56	0	99	1388.44	0.6	0.04	8192	-	-	0	0
winsys-karthi	Windows Server 2003	3.05	198.26	0.12	99	500	154	30.8	18432	-	-	0.02	0.08
xendesktopxpvc	-	0.42	30.72	0.02	99	512.52	52.37	10.22	8192	0	0	0	0
xendesktopxpvc (10.153)	-	2.9	190.35	0.06	66	512.24	218.52	42.67	8192	0.19	0.14	0.05	0.22

Physical Server Report Details for VMware vSphere ESX in the Cluster : --All--

	Registered VMs	Powered On VMs		Consumed Memory	Free Memory	CPU Usage	Disk Usage	Disk Commands	Disk Command Aborts	Network Traffic Out	Network Traffic In	Network Usage	Health
	(Number)	(Number)		(MB)	(%)	(%)	(%)	(Cmds/Sec)	(Aborts/sec)	(Mbps)	(Mbps)	(Mbps)	(%)
	Avg	Avg	Max	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	
Summary	7.82	5.76	-	3314.19	46.01	13.41	97.86	39.22	0	0.61	0.49	1.11	3.86
Esxi_136	7.82	5.76	7	3314.19	46.01	13.41	97.86	39.22	0	0.61	0.49	1.11	3.11

Figure 7.292: The Cluster Details report revealing the CPU and memory usage of every cluster on a vCenter

27. To zoom into the performance of a particular cluster, just click on it. Figure 7.293 will then appear.



Cpu usage details for Cluster Resourcepool for a cluster : new_cluster

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used		CPU limit	
	(%)		(%)		(%)		(%)		(%)		(%)		(%)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	-	-	2328.6	-	30.2	-	11492	-	-	-	-	-	11643	-
resources	-	-	11643	11643	151	151	11492	11492	-	-	-	-	11643	11643
resources/new_clusterpool	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/new_clusterpool/eggo ...	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/resourcepoolfor179	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/resourcepoolfor179/c ...	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-

Memory usage details for Cluster Resourcepool for a cluster : new_cluster

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Memory limit of pool		Active memory used		Active memory	
	(%)		(%)		(%)		(%)		(%)		(%)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1437.66	-	1305.18	-	317.81	-	6525.92	-	-	-	-	-
resources	5393.73	5618	6525.92	6528	1047.88	1049	6525.92	6528	-	-	-	-
resources/new_clusterpool	1016.15	1047	0	0	314.19	315	-	-	-	-	-	-
resources/new_clusterpool/eggo ...	274.67	277	0	0	103	103	-	-	-	-	-	-
resources/resourcepoolfor179	503.77	559	0	0	124	124	-	-	-	-	-	-
resources/resourcepoolfor179/c ...	0	0	0	0	0	0	-	-	-	-	-	-

Figure 7.293: A report displaying the details of a particular cluster

28. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the PDF icon in that page.

Note:

By default, the metrics displayed in the **Cluster - Physical Servers, Cluster - Virtual Machines**, **Cluster - Resource Pools**, and **Cluster - Details** report and the functions applied on them are pre-configured in two groups - namely, *Cpu_usage* and *Memory_usage* - in the [virtual_cluster] section in the **eg_report.ini** file in the <eg_install_dir>**\manager\config** directory. The names of these default groups cannot be changed, but you can modify the **eg_report.ini** file to include more metrics to the groups and apply additional functions to them. Typically, all CPU-related metrics will be added to the *Cpu_usage* group, and the memory-related metrics to the *Memory_usage* group.

To add a new measure to say, the *Cpu_usage* group, you will have to insert a line in the following format in the [virtual_cluster] section of the **eg_report.ini** file:

Cpu_usage:<InternalTestName>:<InternalMeasureName>=<Comma-separated list of functions>

For instance, to add the Physical CPU used measure to the Cpu_usage group, insert the following line:

Cpu_usage:ClusterResPoolTest:Physical_cpu_used=Avg,Max

Similarly, to add the Memory used measure to the Memory_usage group, insert the following line:

Memory_usage: ClusterResPoolTest:Memory_used=Avg,Max

The default measure configurations for the **Physical Servers Report** section will be available in the **[VIRTUAL_HOST]** section of the file. You can override this default setting by adding more physical server-related tests or removing some existing tests. To add a new measure to this section, add an entry of the following format:

<InternalTestName>:<InternalMeasureName>#<MeasureDisplayName>=<Comma-separated list of functions>

For instance, to add the *Registered guests* measure to the **Physical Servers** section, your specification should be:

EsxGuestStatusTest:Registered_guests#Registered guests=Avg,Max

The default measure configurations for the **Virtual Machines** section on the other hand will be available in the **[VIRTUAL_GUEST]** section of the file. You can override this default setting by adding more VM-related tests or removing some existing tests. To add a new measure to this section, add an entry of the following format:

<InternalTestName>:<InternalMeasureName>#<MeasureDisplayName>=<Comma-separated list of functions>

For example, to add the *Physical CPU used* measure to the **Virtual Machines** section, your specification should be:

EsxGuestTest:Cpu_used#CPU Used=Avg,Max

To know the internal names of tests and measures, follow the steps discussed in Page Section of this manual.

7.3.4.5 Cluster - Physical Servers Report

While the **Cluster - Details** report enables you to identify resource-intensive clusters configured on a vCenter server, using the **Cluster - Physical Servers** report you can figure out which VM on which physical server in the cluster is responsible for the resource drain and why. In short, you can have the following questions answered with the help of this report:

- Which physical servers are part of a cluster, and how have they been using the resources available to the cluster? Is any physical server using up excessive resources?
- Are any VMs on the problem physical server consuming the allocated resources excessively?

To generate this report, do the following:

1. Select the **Physical Servers** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree.
2. 7.3.4.5 will then appear.

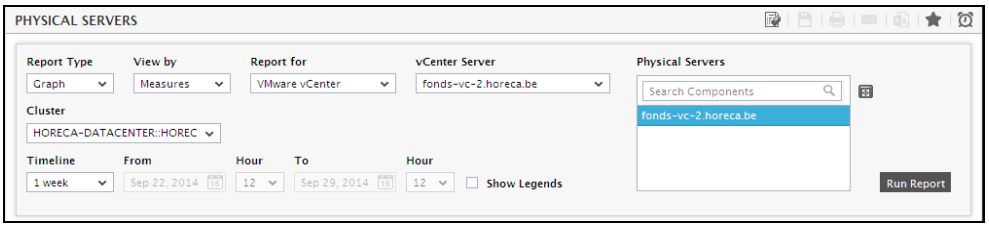


Figure 7.294: Providing the specifications of the Cluster - Physical Servers report

3. First, pick a **Report Type**. For a graphical representation of physical server performance, pick the **Graph** option. To view the metrics related to the resource usage of the physical servers in a cluster in a tabulated form, pick the **Data** option.
4. If the **Report Type** is **Graph**, then the **View by** list will offer 2 options - **Measures** and **Distribution**. While the **Measures** option will provide time-of-day measure graphs depicting physical server performance, the **Distribution** option will result in distribution pie charts and bar graphs being displayed.
5. By default, the **Report for** list will display **VMware vCenter** as its selection.
6. From the **vCenter Server** list, pick the vCenter server for which the report is to be generated.
7. Upon selecting the **vCenter Server**, the **Cluster** list will get automatically populated with those clusters that are being managed by the chosen **vCenter Server**. Pick a cluster for which this report is to be generated.

8. All the **Physical Servers** grouped under the chosen cluster will then be displayed in the **Physical Servers** list. From this list, choose the physical servers for which the report is to be generated. If this list consists of too many physical servers, then viewing all the servers and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Physical Servers** list. The **PHYSICAL SERVERS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.

9. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report button** a message box will appear, prompting the user to change the **From** and **To** specification.

10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the Run Report button soon after you pick one/more **Physical Servers**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.295). The steps below discuss each of these settings and how they can be customized.

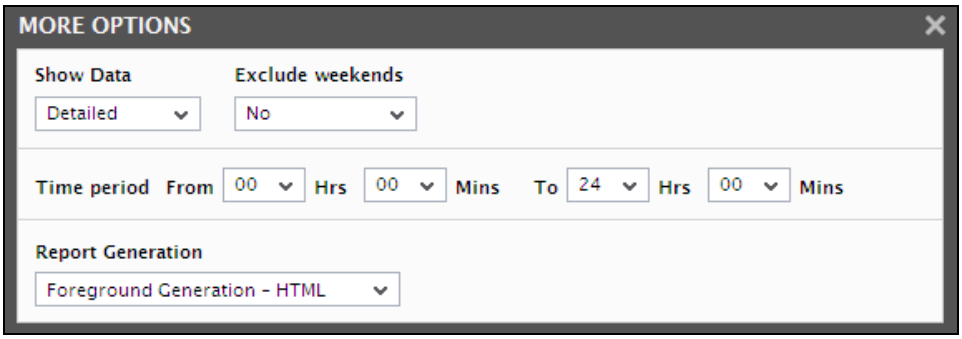


Figure 7.295: The default settings for generating the Cluster – Physical Servers report

11. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in Figure 7.295. By default, the **Detailed** option is selected in Figure 7.295 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

    - Login to the eG administrative interface as 'admin'.
    - Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
    - From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

Note:

- A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
- If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
- The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
  - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
  - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
  - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
  - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
  - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see 5.1) informing you that only the **Trend** option is permitted.
  - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_CLUSTER]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_ WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
- Save the file after making the required changes.

13. Next, indicate the report **Timeperiod**.
14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_ DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_ PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button.
16. If the **Report Type** is **Graph**, the **View by** selection is **Measures**, and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then, clicking the Run Report button will invoke 7.3.4.5.

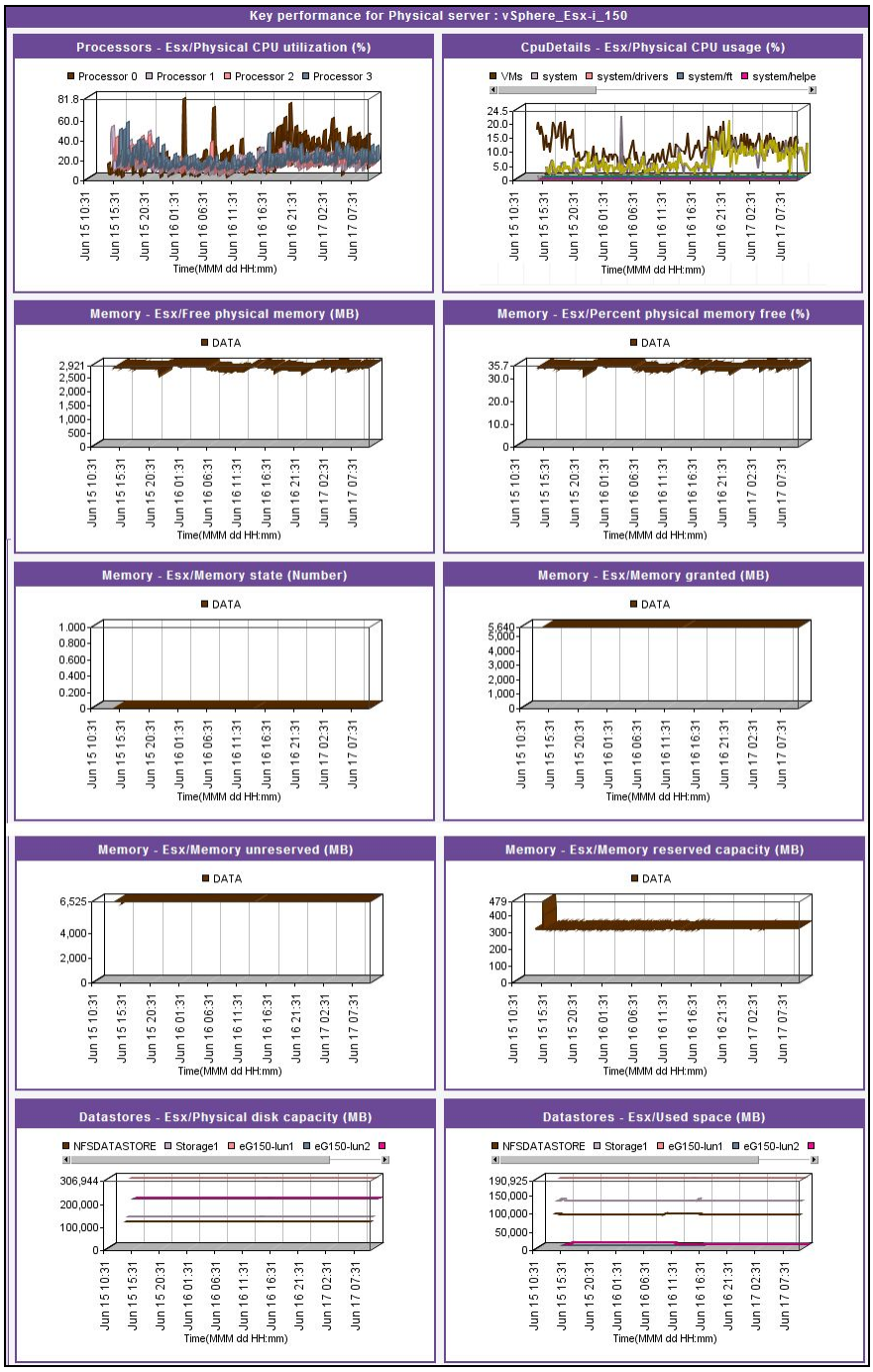


Figure 7.296: A Cluster - Physical Servers report if the 'View by' option chosen is 'Measures'

17. 7.3.4.5, as you can see, displays a wide variety of time-of-day graphs, each of which plot the historical values of a pre-configured resource usage metric related to the chosen **Physical Servers** in a cluster. In the event of excessive resource usage by a server, you can use this

report to cross-correlate and time-correlate across the metrics to figure out when exactly and why the problem occurred.

18. If the **Report Type** is **Graph** and the **View by** selection is **Distribution**, and the **Report for** option is **Physical Servers**, you will be required to pick the **Measure** for which the distribution graphs are to be drawn. Once this is done, then picking the **Foreground Generation - HTML**option from the **Report Generation** list and clicking the **Run Report** button will invoke Figure 7.297.

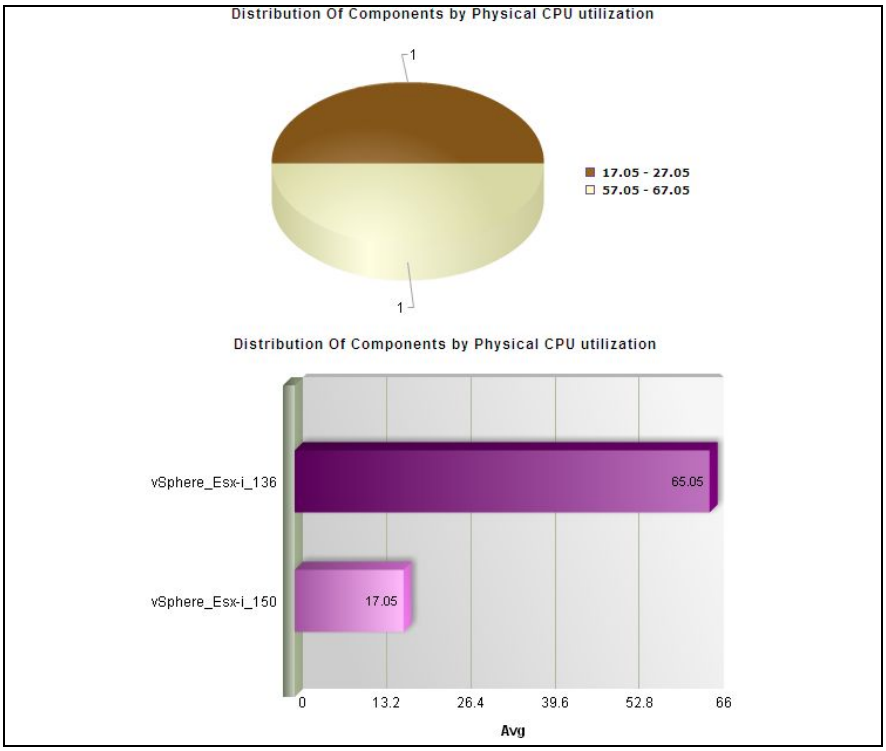


Figure 7.297: A Cluster - Physical Servers report that appears when the 'View by' option is 'Distribution'

19. Figure 7.297 comprises of the following:

- A distribution pie chart that depicts the number of physical servers that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured functions on the chosen **Measure**. For instance, assume that *Physical CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every physical server in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of physical servers

where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the physical servers that fall within the value range represented by that slice (see Figure 7.298). Against every server, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A cluster-level **Summary** of the chosen **Measure** will also be available.

Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the **<eg_install_dir>\manager\config** directory.
- Change the value of the **chartTypeForDist** parameter in the **[VIRTUAL_CENTER]** section of this file from the default **Pie**, to **Bar**.
- Save the eg_report.ini file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the **<eg_install_dir>\manager\config** directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the **[VIRTUAL_CLUSTER]** section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.

- Adjacent to the pie chart, you will find a bar chart that indicates the physical servers that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU utilization* measure, this bar chart reveals the physical servers in the cluster that are using CPU excessively. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

REPORTER DATA

Data Center Report for - vCenter125 : VMware vCenter		
Processors - Esx / Physical CPU utilization	Start Date:Jun 15, 2010 11Hrs 08Mins	End Date:Jun 17, 2010 11Hrs 08Mins

Summary for - vCenter125	
Physical CPU utilization	41.05

Datacenters Report for - vCenter125 :VMware vCenter		
Range	Physical Servers	Physical CPU utilization
-	-	Avg
57.05-67.05	vSphere_Esx-i_136	65.05

Figure 7.298: The physical servers that fall within the usage range clicked on

Note:

You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <eg_ install_dir>**\manager\config** directory. The [VIRTUAL_cluster] section of the file defines the 20 default colors of the distribution and bar charts:

```
[VIRTUAL_CLUSTER]
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,#f48848,
#8b8cc2,#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,#f5c372,#887c65,
#e4c536,#b5582c,#f94989,#770d72,#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,
#ffd13e,#770d72,#887c65,#a4ac91
```

You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

Note:
The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, select **Top-N** from the **Filter by** list in Figure 7.295, and pick an option from the adjacent drop-down list.

20. Likewise, if the **Report Type** is **Graph**, the **View by** selection is **Distribution**, and the **Report for** option is **Virtual Machines**, you will be required to pick the **Measure** for which the distribution graphs are to be drawn. Once this is done, then picking the **Foreground Generation - HTML** option from the **Report Generation** list and clicking the **Run Report** button will invoke Figure 7.299.

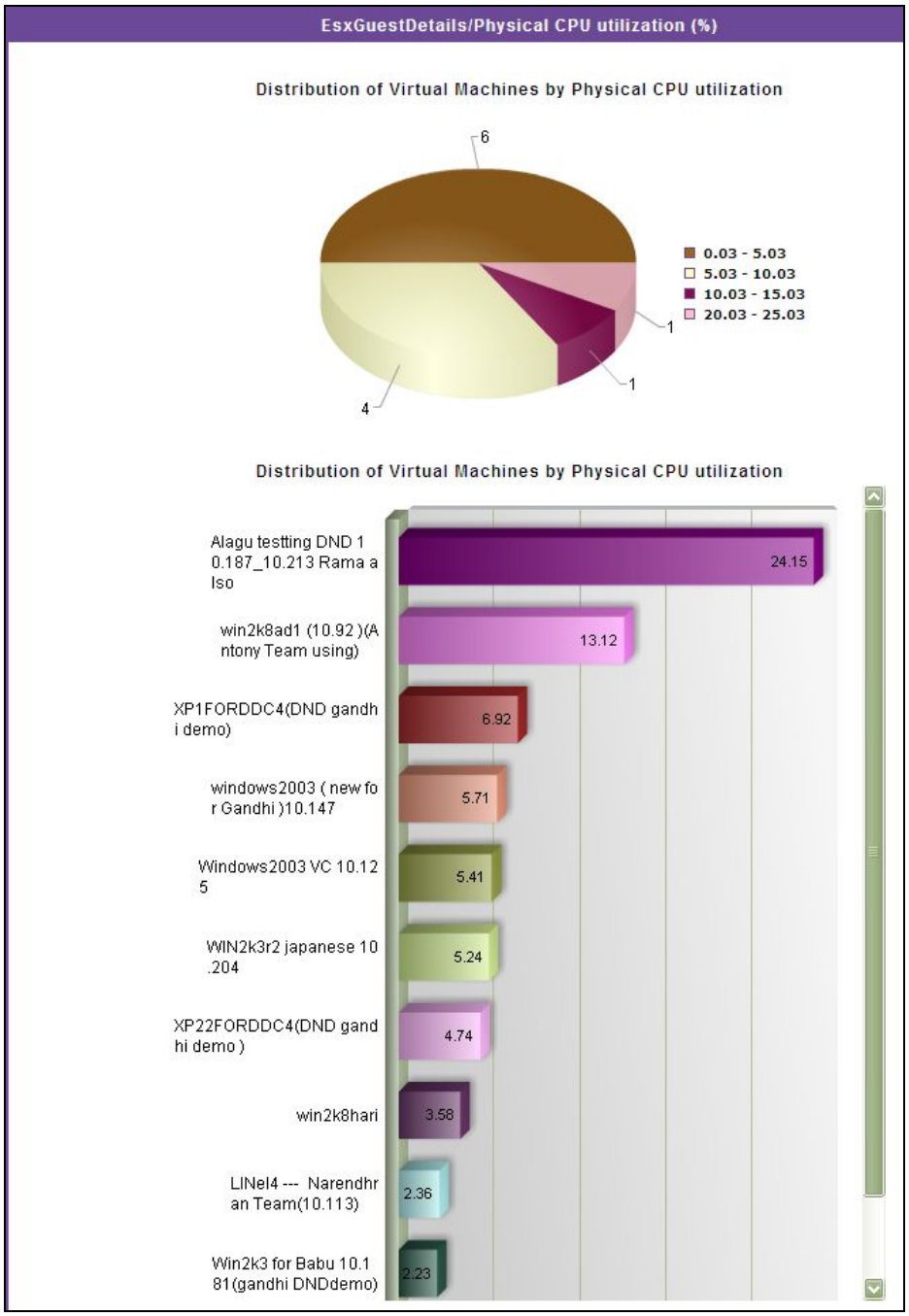


Figure 7.299: A Cluster - Physical Servers Report that appears when the 'View by' option is 'Distribution' and 'Report for' option is 'Virtual Machines'

21. Figure 7.299 reveals the following:

    - A distribution pie chart that depicts the number of virtual machines that are in different distribution ranges. The distribution ranges are obtained by applying the first of the configured

functions on the chosen **Measure**. For instance, assume that *Physical CPU utilization* is the chosen **Measure**. Say that you have configured to display the *Avg* and *Max* of this measure in a **Data** report. Typically, both these configured values will appear only in the **Data** report. In the case of a **Graph** report however, the first of the two functions - i.e., *Avg* of *Physical CPU utilization* - alone is calculated for every virtual machine configured on each physical server in the chosen **Cluster**. The resulting pie chart enables administrators to deduce, at a glance, the number of virtual machines where the chosen performance metric has fared well and/or badly. Clicking on a particular slice in the pie chart lists the VMs that fall within the value range represented by that slice (see Figure 7.300). Against every server, the actual values for each of the configured functions (both *Avg* and *Max*, in our example) will be displayed. A cluster-level **Summary** of the chosen **Measure** will also be available.

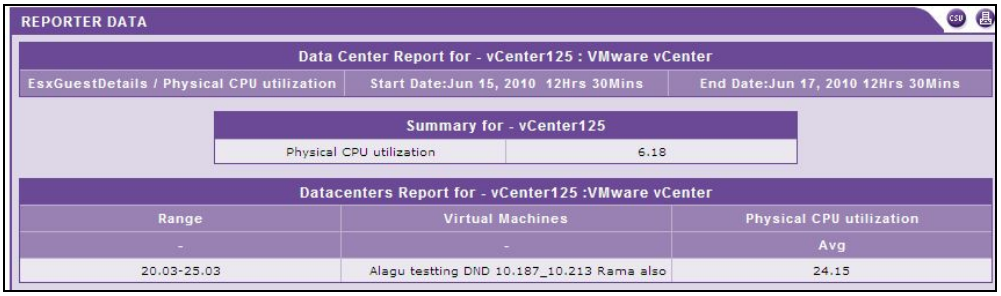
Note:

By default, the chart type for distribution is a pie chart. However, you can have a bar graph depict the same data instead of a pie chart, by following the steps given below:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Change the value of the **chartTypeForDist** parameter in the [virtual_CENTER] section of this file from the default **Pie**, to **Bar**.
- Save the **eg_report.ini** file.

By default, the number of value ranges that need to be configured for the distribution chart is 10. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- Specify a number of your choice against the **nofRangeForDist** parameter in the [virtual_cluster] section of this file. By default, this parameter will hold the value 10.
- Save the **eg_report.ini** file.


REPORTER DATA

Data Center Report for - vCenter125 : VMware vCenter

EsxGuestDetails / Physical CPU utilization	Start Date:Jun 15, 2010 12Hrs 30Mins	End Date:Jun 17, 2010 12Hrs 30Mins

Summary for - vCenter125

Physical CPU utilization	6.18

Datacenters Report for - vCenter125 :VMware vCenter

Range	Virtual Machines	Physical CPU utilization
-	-	Avg
20.03-25.03	Alagu testting DND 10.187_10.213 Rama also	24.15

Figure 7.300: The physical servers that fall within the usage range clicked on

- Adjacent to the pie chart, you will find a bar chart that indicates the VMs that have topped/failed in a selected performance realm (i.e., the **Measure**) during the specified **Timeline**. For example, for the *Physical CPU utilization* measure, this bar chart reveals the VMs in the cluster that are using CPU excessively. Like the pie chart, the values for the bar chart are also calculated by applying the first of the configured functions on the chosen **Measure**.

  Note:

  You can configure the colors to be used in the distribution chart and the **Top <N> Components** bar chart in the zone report, by editing the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory. The [VIRTUAL_cluster] section of the file defines the 20 default colors of the distribution and bar charts:

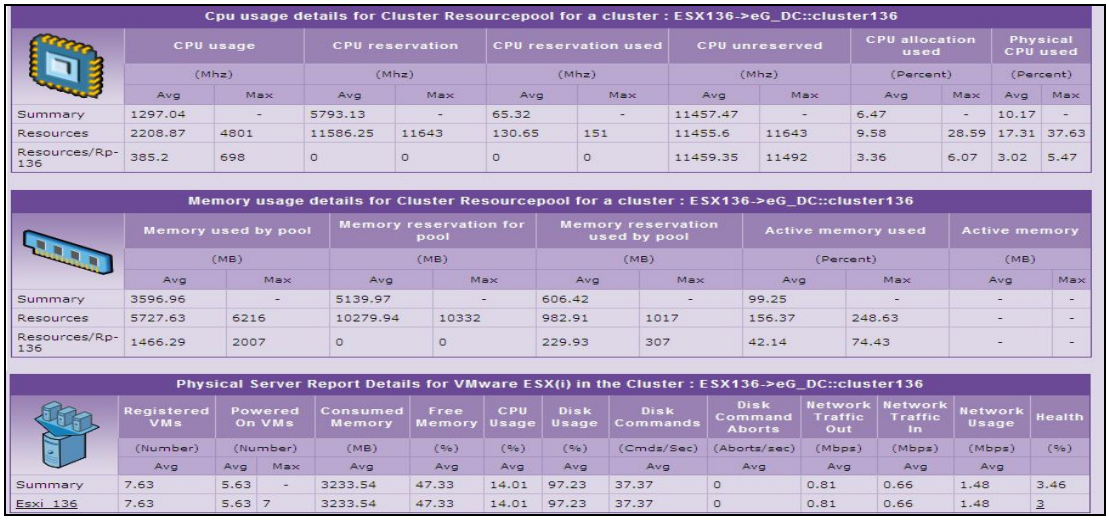
```
[VIRTUAL_CLUSTER]
ChartColor=#8399b0,#ffd95a,#a4ac91,#98d980,#d5b996,
#f48848,#8b8cc2,#eb4052,#c4b3d0,#b18651,#ebb7ce,#028768,
#f5c372,#887c65,#e4c536,#b5582c,#f94989,#770d72,
#97a067,#89aeb7

distColor=#115fa6,#f25454,#60bd68,#b276b2,#81bef7,#a61120,
#ffd13e,#770d72,#887c65,#a4ac91
```

  You override the default color settings of the distribution chart by modifying the color-codes specifying against **distColor**. For changing the colors used by the **Top <N> Components** chart, alter the codes listed against the **ChartColor** parameter.

  Note:
  The number of components to be displayed in the **Top <N> Components** bar chart is configurable. To specify the number, select **Top-N** from the **Filter by** list in Figure 7.295, and pick an option from the adjacent drop-down list.

22. If the **Report Type** is **Data**, then the **View by** list will no longer appear. Also, the **Report by** section will now allow you to choose between the **Physical Servers** and the **Virtual Machines** options. Moreover, besides enabling you to view the data pertaining to all/specific clusters managed by a chosen vCenter server, the **Data** report will also enable you to view the data pertaining to all/specific **Resource Pools**.

23. If the **Report Type** is **Data** and neither the **Physical Servers** nor the **Virtual Machines** check box is selected from **Report by**, then, clicking the **Run Report** button will reveal Figure 7.301.



Cpu usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1297.04	-	5793.13	-	65.32	-	11457.47	-	6.47	-	10.17	-
Resources	2208.87	4801	11586.25	11643	130.65	151	11455.6	11643	9.58	28.59	17.31	37.63
Resources/Rp-136	385.2	698	0	0	0	0	11459.35	11492	3.36	6.07	3.02	5.47

Memory usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	3596.96	-	5139.97	-	606.42	-	99.25	-	-	-
Resources	5727.63	6216	10279.94	10332	982.91	1017	156.37	248.63	-	-
Resources/Rp-136	1466.29	2007	0	0	229.93	307	42.14	74.43	-	-

Physical Server Report Details for VMware ESX(i) in the Cluster : ESX136->eG_DC::cluster136

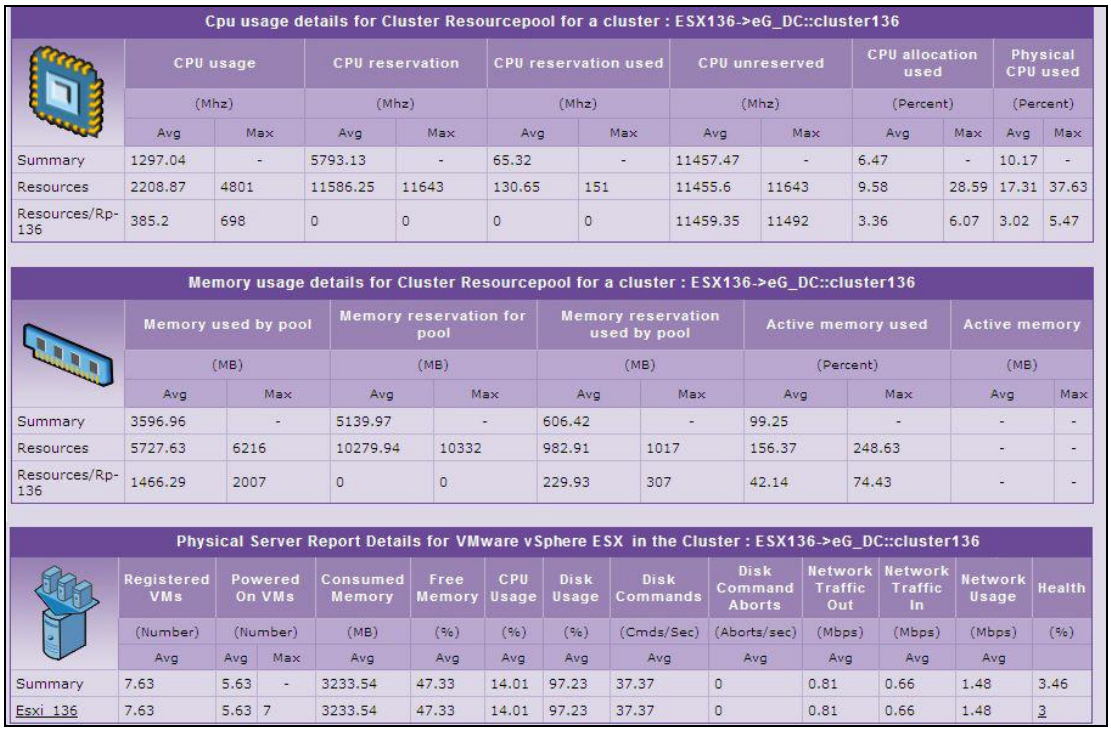
	Registered VMs	Powered On VMs		Consumed Memory	Free Memory	CPU Usage	Disk Usage	Disk Commands	Disk Command Aborts	Network Traffic Out	Network Traffic In	Network Usage	Health
	(Number)	(Number)		(MB)	(%)	(%)	(%)	(Cmds/Sec)	(Aborts/sec)	(Mbps)	(Mbps)	(Mbps)	(%)
	Avg	Avg	Max	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	
Summary	7.63	5.63	-	3233.54	47.33	14.01	97.23	37.37	0	0.81	0.66	1.48	3.46
Esxi_136	7.63	5.63	7	3233.54	47.33	14.01	97.23	37.37	0	0.81	0.66	1.48	3

Figure 7.301: The Cluster Details Data Report

24. For a particular cluster, Figure 7.301 provides separate sections displaying the user-configured metrics related to the CPU and memory usage of the chosen/all resource pools (depending upon the option chosen from the **Resource pool** list) in that cluster. This way, you can analyze cluster performance over time, and identify the resource-intensive pools in the cluster that are adversely impacting the overall cluster health.

25. Besides metrics, users can also configure the functions that they want applied on the metrics, so that they receive the true picture of the performance of the cluster. The number of values displayed per measure in the report will depend upon the number of functions that the user has configured for the measure.

26. If the **Physical Servers** check box alone is selected from **Report by**, then, Figure 7.302 will appear upon clicking the **Run Report** button. As you can see, in addition to the default sections focusing on CPU and memory usage, Figure 7.302 provides a **Physical Server Report Details** section that provides an overview of the performance of all ESX servers that are part of the chosen cluster. Using this information, you can figure out whether any of the ESX servers have contributed to any deterioration in the performance of the cluster.



Cpu usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1297.04	-	5793.13	-	65.32	-	11457.47	-	6.47	-	10.17	-
Resources	2208.87	4801	11586.25	11643	130.65	151	11455.6	11643	9.58	28.59	17.31	37.63
Resources/Rp-136	385.2	698	0	0	0	0	11459.35	11492	3.36	6.07	3.02	5.47

Memory usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	3596.96	-	5139.97	-	606.42	-	99.25	-	-	-
Resources	5727.63	6216	10279.94	10332	982.91	1017	156.37	248.63	-	-
Resources/Rp-136	1466.29	2007	0	0	229.93	307	42.14	74.43	-	-

Physical Server Report Details for VMware vSphere ESX in the Cluster : ESX136->eG_DC::cluster136

	Registered VMs	Powered On VMs		Consumed Memory	Free Memory	CPU Usage	Disk Usage	Disk Commands	Disk Command Aborts	Network Traffic Out	Network Traffic In	Network Usage	Health
	(Number)	(Number)		(MB)	(%)	(%)	(%)	(Cmds/Sec)	(Aborts/sec)	(Mbps)	(Mbps)	(Mbps)	(%)
	Avg	Avg	Max	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	
Summary	7.63	5.63	-	3233.54	47.33	14.01	97.23	37.37	0	0.81	0.66	1.48	3.46
Esxi 136	7.63	5.63	7	3233.54	47.33	14.01	97.23	37.37	0	0.81	0.66	1.48	3

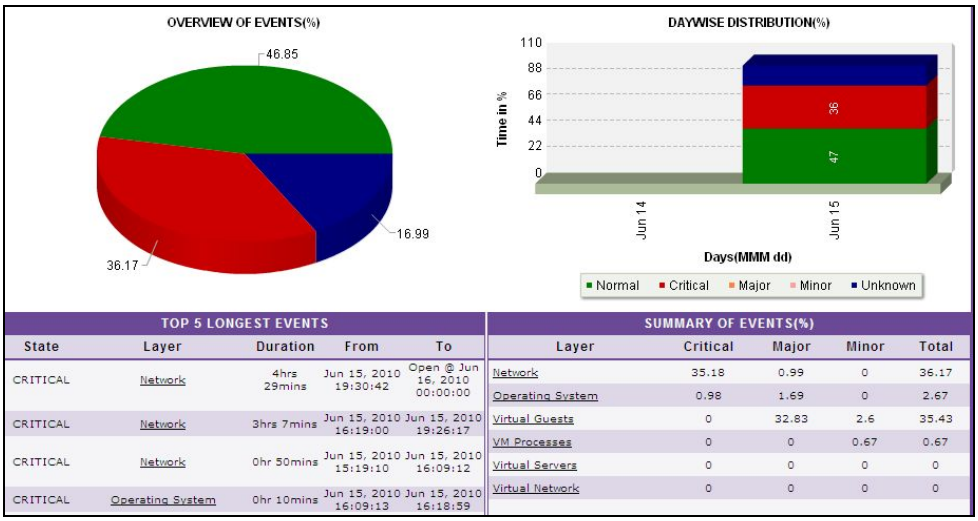
Figure 7.302: A Cluster Details Report providing Physical Server information additionally

27. Clicking on a **Physical Server** link in this section will lead you to a **Server Report** that zooms into the performance of the physical server that was clicked.

28. This **Physical Server Report** section of Figure 7.302 will also provide you with a quick **Summary** of the performance of the cluster across its physical servers.

29. The **Health %** that corresponds to every physical server included in a cluster is a good indicator of how problem-prone that physical server was during the given period. Clicking on this percentage leads you to an Executive Report of that physical server, using which you can determine the type of problems that were encountered by that server during the said period, which layers were frequently affected and on what days (see Figure 7.303).

30. The **Heath %** for the **Summary** row on the other hand signifies the overall health of the cluster.



TOP 5 LONGEST EVENTS

State	Layer	Duration	From	To
CRITICAL	Network	4hrs 29mins	Jun 15, 2010 19:30:42	Open @ Jun 16, 2010 00:00:00
CRITICAL	Network	3hrs 7mins	Jun 15, 2010 16:19:00	Jun 15, 2010 19:26:17
CRITICAL	Network	0hr 50mins	Jun 15, 2010 15:19:10	Jun 15, 2010 16:09:12
CRITICAL	Operating System	0hr 10mins	Jun 15, 2010 16:09:13	Jun 15, 2010 16:18:59

SUMMARY OF EVENTS(%)

Layer	Critical	Major	Minor	Total
Network	35.18	0.99	0	36.17
Operating System	0.98	1.69	0	2.67
Virtual Guests	0	32.83	2.6	35.43
VM Processes	0	0	0.67	0.67
Virtual Servers	0	0	0	0
Virtual Network	0	0	0	0

Figure 7.303: An Executive Report of the physical server

31. If the **Virtual Machines** check box alone is selected from **Report by**, then, Figure 7.304 will appear upon clicking the Run Report button. As you can see, in addition to the default sections focusing on CPU and memory usage, Figure 7.304 provides a **Virtual Machines** section that indicates how resource-intensive each VM in the cluster is. Using this information, you can figure out whether any of the VMs have contributed to any deterioration in the performance of the cluster.

Cpu usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used	
	(Mhz)		(Mhz)		(Mhz)		(Mhz)		(Percent)		(Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1297.04	-	5793.13	-	65.32	-	11457.47	-	6.47	-	10.17	-
Resources	2208.87	4801	11586.25	11643	130.65	151	11455.6	11643	9.58	28.59	17.31	37.63
Resources/Rp-136	385.2	698	0	0	0	0	11459.35	11492	3.36	6.07	3.02	5.47

Memory usage details for Cluster Resourcepool for a cluster : ESX136->eG_DC::cluster136

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Active memory used		Active memory	
	(MB)		(MB)		(MB)		(Percent)		(MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	3596.96	-	5139.97	-	606.42	-	99.25	-	-	-
Resources	5727.63	6216	10279.94	10332	982.91	1017	156.37	248.63	-	-
Resources/Rp-136	1466.29	2007	0	0	229.93	307	42.14	74.43	-	-

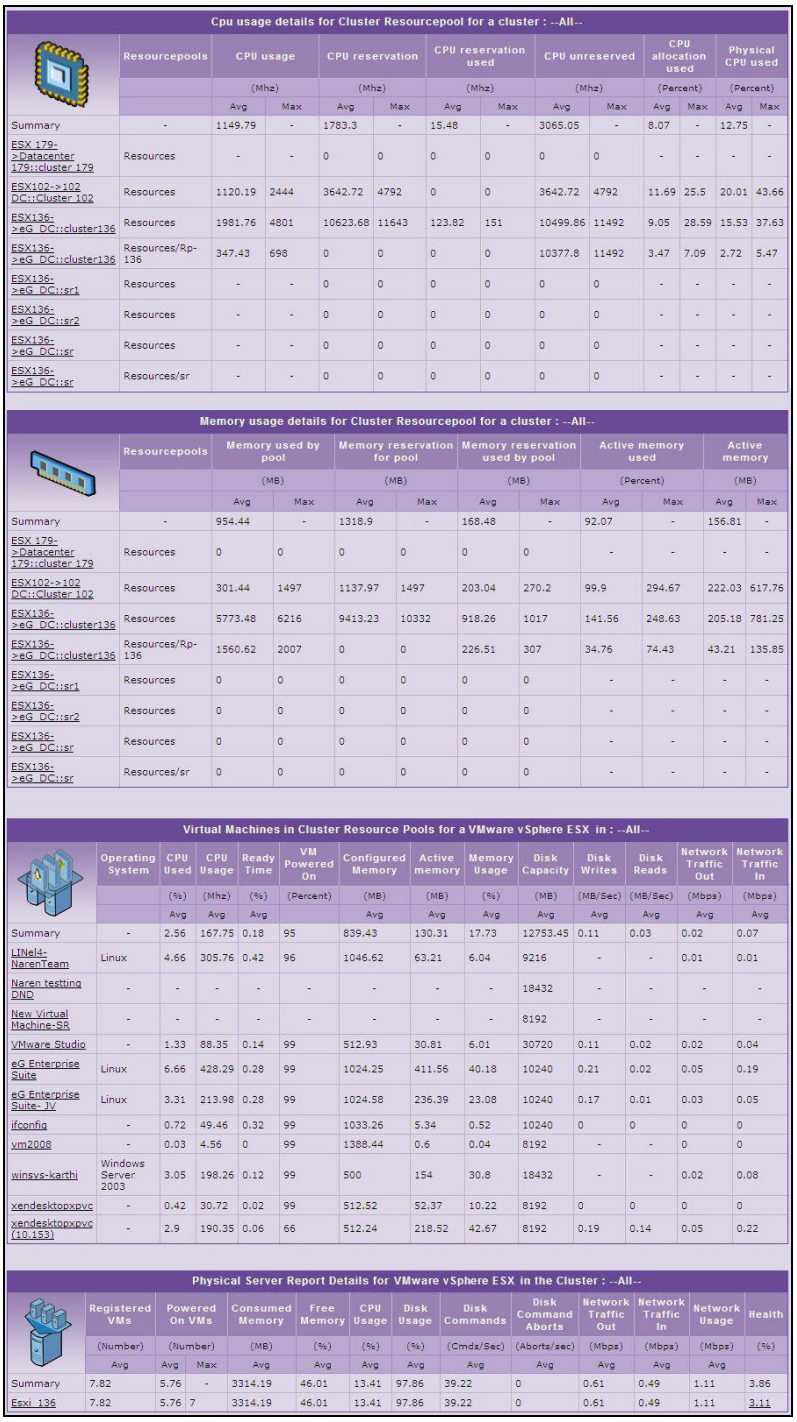
Virtual Machines in Cluster Resource Pools for a VMware vSphere ESX in : ESX136->eG_DC::cluster136

	Operating System	CPU Used	CPU Usage	Ready Time	VM Powered On	Configured Memory	Active memory	Memory Usage	Disk Capacity	Disk Writes	Disk Reads	Network Traffic Out	Network Traffic In
		(%)	(Mhz)	(%)	(Percent)	(MB)	(MB)	(%)	(MB)	(MB/Sec)	(MB/Sec)	(Mbps)	(Mbps)
		Avg	Avg	Avg		Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg
Summary	-	2.55	166.99	0.2	98.62	880.34	119.24	14.69	13209.6	0.1	0.02	0.02	0.06
LINel4-NarenTeam	Linux	4.66	305.76	0.42	96	1046.62	63.21	6.04	9216	-	-	0.01	0.01
Naren testting DND	-	-	-	-	-	-	-	-	18432	-	-	-	-
New Virtual Machine-SR	-	-	-	-	-	-	-	-	8192	-	-	-	-
VMware Studio	-	1.39	91.88	0.14	99	512.91	39.48	7.7	30720	0.14	0.07	0.06	0.13
eG Enterprise Suite	Linux	6.45	414.93	0.27	99	1024.39	369.94	36.12	10240	0.2	0.02	0.05	0.16
eG Enterprise Suite- JV	Linux	3.49	226.01	0.29	99	1024.47	270.41	26.4	10240	0.17	0.01	0.03	0.06
ifconfig	-	0.72	49.52	0.34	99	1033.28	5.29	0.51	10240	0	0	0	0
vm2008	-	0.03	4.56	0	99	1388.44	0.79	0.06	8192	-	-	0	0

Figure 7.304: A Cluster Details Report additionally providing virtual machine information

32. Clicking on a VM in this section will lead you to the **Virtual Machine Details** report of that VM.

33. If the **All** option had been chosen from the **Cluster** list in Figure 7.305, the resulting report will display CPU and memory usage metrics related to every cluster configured on the chosen **vCenter Server** (see Figure 7.305). If both the **Physical Servers** and **Virtual Machines** check boxes are selected, then the report will also explore the resource usage of the ESX servers and VMs in all the clusters managed by the chosen **vCenter Server** (see Figure 7.305).



Cpu usage details for Cluster Resourcepool for a cluster : --All--

Resourcepools	CPU usage (Mhz)		CPU reservation (Mhz)		CPU reservation used (Mhz)		CPU unreserved (Mhz)		CPU allocation used (Percent)		Physical CPU used (Percent)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary -	1149.79	-	1783.3	-	15.48	-	3065.05	-	8.07	-	12.75	-
ESX 179->Datacenter 179::cluster 179 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX102->102 DC::Cluster 102 Resources	1120.19	2444	3642.72	4792	0	0	3642.72	4792	11.69	25.5	20.01	43.66
ESX136->eG_DC::cluster136 Resources	1981.76	4801	10623.68	11643	123.82	151	10499.86	11492	9.05	28.59	15.53	37.63
ESX136->eG_DC::cluster136 Resources/Rp-136	347.43	698	0	0	0	0	10377.8	11492	3.47	7.09	2.72	5.47
ESX136->eG_DC::sr1 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr2 Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources	-	-	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources/sr	-	-	0	0	0	0	0	0	-	-	-	-

Memory usage details for Cluster Resourcepool for a cluster : --All--

Resourcepools	Memory used by pool (MB)		Memory reservation for pool (MB)		Memory reservation used by pool (MB)		Active memory used (Percent)		Active memory (MB)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary -	954.44	-	1318.9	-	168.48	-	92.07	-	156.81	-
ESX 179->Datacenter 179::cluster 179 Resources	0	0	0	0	0	0	-	-	-	-
ESX102->102 DC::Cluster 102 Resources	301.44	1497	1137.97	1497	203.04	270.2	99.9	294.67	222.03	617.76
ESX136->eG_DC::cluster136 Resources	5773.48	6216	9413.23	10332	918.26	1017	141.56	248.63	205.18	781.25
ESX136->eG_DC::cluster136 Resources/Rp-136	1560.62	2007	0	0	226.51	307	34.76	74.43	43.21	135.85
ESX136->eG_DC::sr1 Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr2 Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources	0	0	0	0	0	0	-	-	-	-
ESX136->eG_DC::sr Resources/sr	0	0	0	0	0	0	-	-	-	-

Virtual Machines in Cluster Resource Pools for a VMware vSphere ESX in : --All--

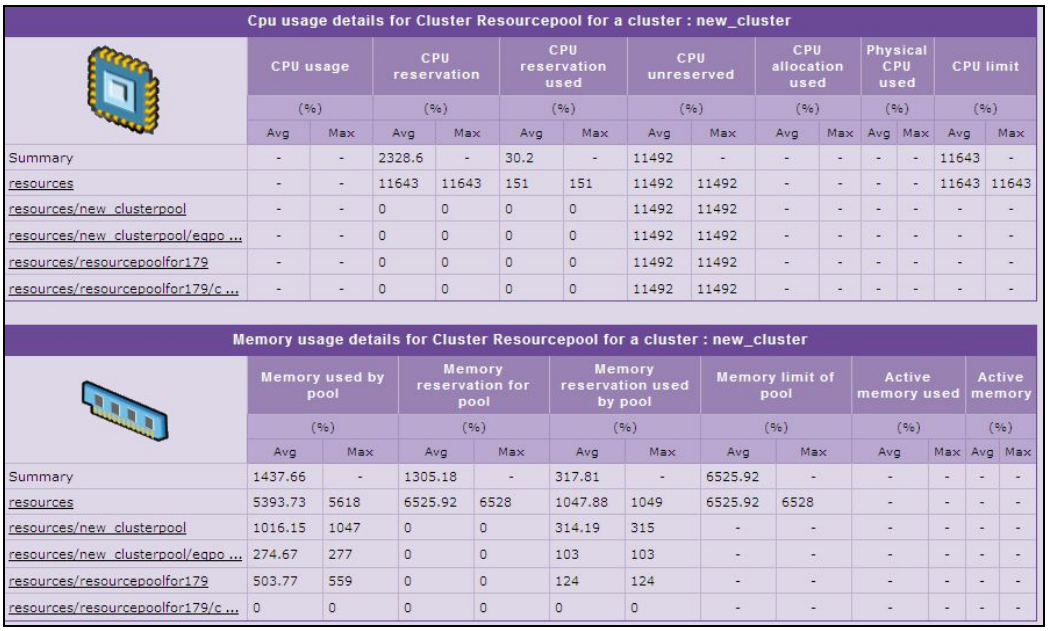
Operating System	CPU Used (%) Avg	CPU Usage (Mhz) Avg	Ready Time (%) Avg	VM Powered On (Percent)	Configured Memory (MB) Avg	Active memory (MB) Avg	Memory Usage (%) Avg	Disk Capacity (MB) Avg	Disk Writes (MB/Sec) Avg	Disk Reads (MB/Sec) Avg	Network Traffic Out (Mbps) Avg	Network Traffic In (Mbps) Avg
Summary -	2.56	167.75	0.18	95	839.43	130.31	17.73	12753.45	0.11	0.03	0.02	0.07
LINel4-NarenTeam Linux	4.66	305.76	0.42	96	1046.62	63.21	6.04	9216	-	-	0.01	0.01
Naren testting DND -	-	-	-	-	-	-	-	18432	-	-	-	-
New Virtual Machine-SR -	-	-	-	-	-	-	-	8192	-	-	-	-
VMware Studio -	1.33	88.35	0.14	99	512.93	30.81	6.01	30720	0.11	0.02	0.02	0.04
eG Enterprise Suite Linux	6.66	428.29	0.28	99	1024.25	411.56	40.18	10240	0.21	0.02	0.05	0.19
eG Enterprise Suite- JV Linux	3.31	213.98	0.28	99	1024.58	236.39	23.08	10240	0.17	0.01	0.03	0.05
ifconfig -	0.72	49.46	0.32	99	1033.26	5.34	0.52	10240	0	0	0	0
vm2008 -	0.03	4.56	0	99	1388.44	0.6	0.04	8192	-	-	0	0
winsys-karthi Windows Server 2003	3.05	198.26	0.12	99	500	154	30.8	18432	-	-	0.02	0.08
xendesktopxpvc -	0.42	30.72	0.02	99	512.52	52.37	10.22	8192	0	0	0	0
xendesktopxpvc (10.153) -	2.9	190.35	0.06	66	512.24	218.52	42.67	8192	0.19	0.14	0.05	0.22

Physical Server Report Details for VMware vSphere ESX in the Cluster : --All--

Registered VMs (Number) Avg	Powered On VMs (Number) Avg	Powered On VMs (Number) Max	Consumed Memory (MB) Avg	Free Memory (%) Avg	CPU Usage (%) Avg	Disk Usage (%) Avg	Disk Commands (Cmds/Sec) Avg	Disk Command Aborts (Aborts/sec) Avg	Network Traffic Out (Mbps) Avg	Network Traffic In (Mbps) Avg	Network Usage (Mbps) Avg	Health (%)
Summary 7.82	5.76	-	3314.19	46.01	13.41	97.86	39.22	0	0.61	0.49	1.11	3.86
Esxi 136 7.82	5.76	7	3314.19	46.01	13.41	97.86	39.22	0	0.61	0.49	1.11	3.11

Figure 7.305: The Cluster - Physical servers report revealing the CPU and memory usage of every cluster on a vCenter

34. To zoom into the performance of a particular cluster, just click on it. 7.3.4.5 will then appear.



Cpu usage details for Cluster Resourcepool for a cluster : new_cluster

	CPU usage		CPU reservation		CPU reservation used		CPU unreserved		CPU allocation used		Physical CPU used		CPU limit	
	(%)		(%)		(%)		(%)		(%)		(%)		(%)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	-	-	2328.6	-	30.2	-	11492	-	-	-	-	-	11643	-
resources	-	-	11643	11643	151	151	11492	11492	-	-	-	-	11643	11643
resources/new_clusterpool	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/new_clusterpool/eqpo ...	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/resourcepoolfor179	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-
resources/resourcepoolfor179/c ...	-	-	0	0	0	0	11492	11492	-	-	-	-	-	-

Memory usage details for Cluster Resourcepool for a cluster : new_cluster

	Memory used by pool		Memory reservation for pool		Memory reservation used by pool		Memory limit of pool		Active memory used		Active memory	
	(%)		(%)		(%)		(%)		(%)		(%)	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Summary	1437.66	-	1305.18	-	317.81	-	6525.92	-	-	-	-	-
resources	5393.73	5618	6525.92	6528	1047.88	1049	6525.92	6528	-	-	-	-
resources/new_clusterpool	1016.15	1047	0	0	314.19	315	-	-	-	-	-	-
resources/new_clusterpool/eqpo ...	274.67	277	0	0	103	103	-	-	-	-	-	-
resources/resourcepoolfor179	503.77	559	0	0	124	124	-	-	-	-	-	-
resources/resourcepoolfor179/c ...	0	0	0	0	0	0	-	-	-	-	-	-

Figure 7.306: A report displaying the details of a particular cluster

35. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the PDF icon in that page.

7.3.4.6 Virtualization Manager - VM Sprawl Report

Large virtualized environments are typically characterized by a multitude of virtual hosts, each hosting tens of virtual machines. Administrators need to periodically review the usage of these VMs in order to identify those VMs that have been utilized optimally and those that have been under-utilized. Since each VM, regardless of its powered-on state and user activity, consumes disk space and memory, the knowledge of unused/under- used VMs will enable administrators to decide whether/not to pull down such VMs in an effort to conserve valuable physical resources. The resources thus released may be used to support critical operations performed by other VMs or to avert slowdowns/performance degradations experienced by mission-critical applications executing on these VMs.

To provide administrators with insights into the state and usage of VMs across their virtualized environment, and to enable them to instantly identify unused VMs, eG Enterprise offers the **Cluster VM Sprawl** report. Using this report, administrators can figure out the following:

- How many VMs across the environment are in a powered-off state? Which ones are they?
- What percentage of time has a VM been in a powered-off state?
- Are there any powered-on VMs to which users have not logged in for a long time? If so, which ones are they?
- How much memory and disk space has each unused VM been configured with? Can the removal of these unused VMs improve the performance of other VMs and applications executing on them?

To generate this report, do the following:

1. Select **VM Sprawl** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree. Figure 7.307 then appears.

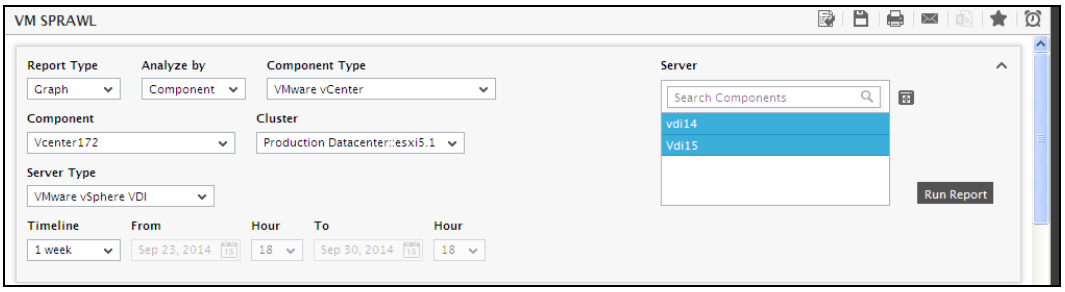


Figure 7.307: Providing the specifications for the Cluster VM SPRAWL report

2. As shown in Figure 7.307, for a graphical report, select **Graph** as the **Report Type**. For a tabular report, select **Data**.
3. Then, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more vCenter components, or those that are part of a **Zone**. The options provided by the **Analyze by** list box are discussed hereunder:
   - **Component**: Select this option to choose the vCenter component(s) from across all the components that are available in the cluster environment. For instance, for a report on the powered-on state of VMs executing within the clusters managed by an independent vCenter server in the environment, select **Component** from the **Analyze by** list, select *VMware vCenter* from the **Component Type** list, and then select the VMware vCenter host listed in the **Component** list.

- **Zone**: Pick this option for a report on the performance of vCenter components that are included in a zone. Then, choose a **Zone**. When a zone is picked, the **Include Subzone** flag is set to "Yes" by default, indicating that the vCenter components within the subzones of the chosen zone will also be considered for report generation. To exclude subzones from the scope of your report, set this flag to "No". If the chosen zone (or its subzones) includes one/more components of vCenter type, then the **Component Type** list will include the *VMware vCenter* option. Selecting this type will populate the **Components** list with all components of that type, which are present in the selected zone. Select a vCenter component from this list.

4. Select a cluster managed by the VMware vCenter Component from the **Cluster** drop-down list.
5. Then, select a physical server type that is included in the cluster from the **Server Type** drop-down list. The servers of the chosen type will then be listed in the **Server** list box. Pick one/more servers from this list. If the **Server** list consists of too many servers, then viewing all the servers and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Server** list. The **SERVERS** pop up window will then appear using which you can view almost all the servers in a single interface and select the ones for which the report is to be generated.
6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more **Server**s. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.308). The steps below discuss each of these settings and how they can be customized.

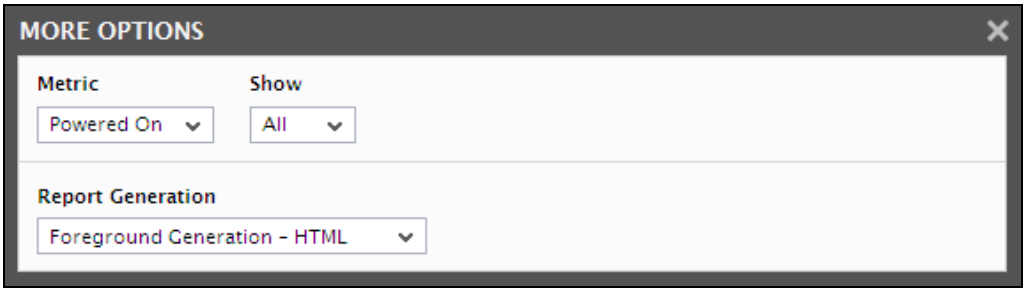


Figure 7.308: The default settings for generating the Cluster VM Sprawl reportk

8. Select any one of the following options from the **Metric** list:

   - For ESX hosts in the environment, the default selection from the **Metric** drop-down is **Powered On**.
   - For VDI environments, the **Metric** drop-down will provide an additional **Powered On With User** option.

9. Then, select a convenient show option from the **Show** drop list.

   Note:

   The **Show** drop down list appears only when a graphical report is to be generated. The selection from this list governs the maximum number of VMs to be displayed in the bar graph. The default options of the **Show** list are: Top-25, Top-50, All, Last-25, Last-50. This default setting is governed by the **ShowTop** parameter in the **[VM_SPRAWL]** section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory). By default, this **ShowTop** parameter is set to 50. To view bar graphs for a more or less number of VMs, you may want to change this value. For example, if you set **ShowTop** to 100, then, the **Show** drop-down list in the report page will provide administrators with the following options: Top-100, Top-50, All, Last-100, and Last-50.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a

report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.

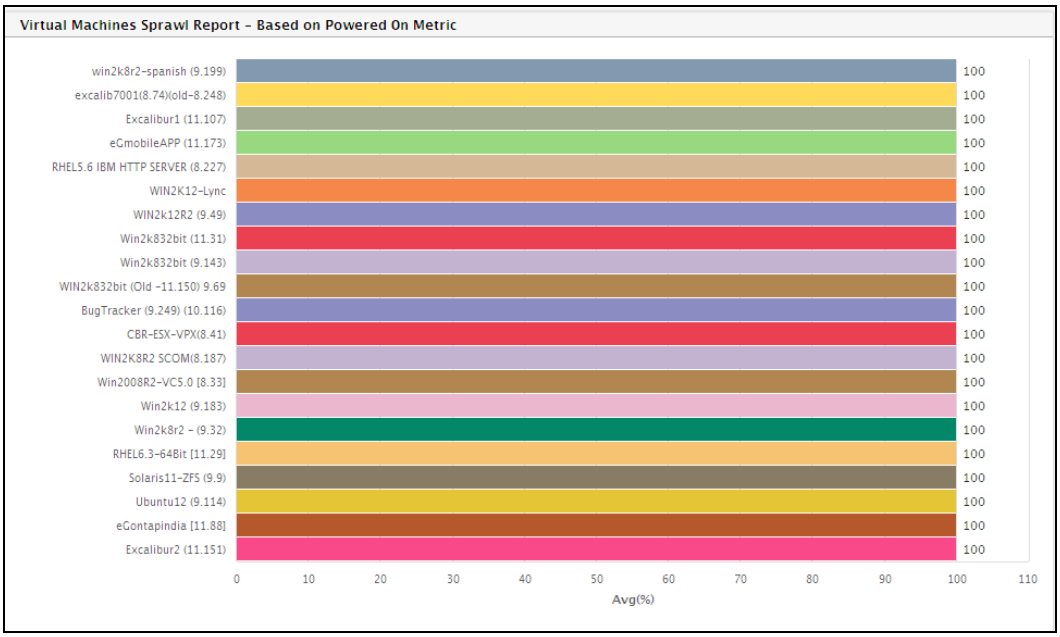


Figure 7.309: Graph showing the Powered On state of the VMs

12. For ESX virtual hosts environment, if the **Report Type** is **Graph**, you will view a report comprising a *bar chart* that reveals the VMs that have been configured on all the chosen virtual hosts, and the percentage of time (during the chosen **Timeline**) for which each VM has been in a powered-on state. Using this graph, you can instantly identify VMs that have remained in a powered-off state for a considerably long time; this way, VMs that have been unnecessarily eroding the allocated resources can be identified. 7.3.4.6 shows the bar graph of this report.

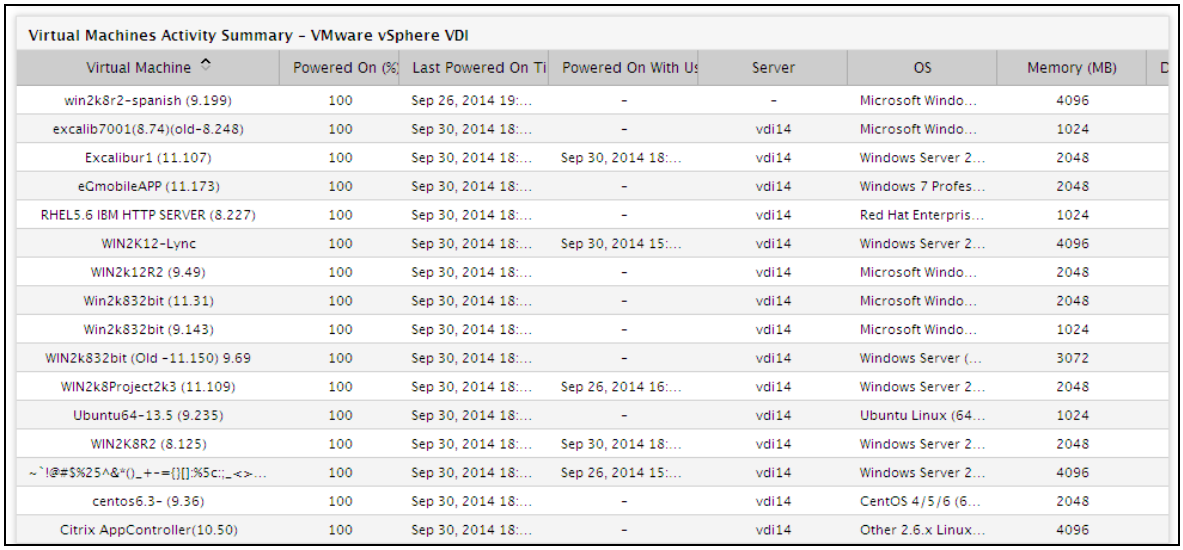
13. For VDI environments, if the **Display** option chosen is **Powered On With User**, then, the resulting bar chart will reveal the percentage of time each VM in the environment has been in the powered on state with a user logged in. Using this graph, you can not only identify VMs that have been powered-off for a long time, but also powered-on VMs that have remained idle for a long time.

    Note:
    You can configure the bar colors of the bar chart in the report, by editing the eg_report.ini file in the [EG_INSTALL_DIR]\manager\config directory. The **FusionColorForPowerOnPercent** parameter in the **[VM_SPRAWL]** section of the file defines the default colors of the bars in your graph. You can change any of the color codes to change the color of a bar.

14. Unlike a **Graph** report, a **Data** report does not graphically represent the measure data. Instead, the configured details are presented in a tabular format in the report.

15. If the **Report Type** is **Data**, clicking on the **Run Report** button will lead you to 7.3.4.6.

16. For each VM configured on the chosen vCenter components, the data report will display the percentage of time for which that VM was in a powered-on state during the stated timeline (Refer 7.3.4.6). In addition, the **Last Powered On** time of a VM is also revealed - this is nothing but the last time the eG agent checked the status of the VM and found that it was powered-on. Using this information, you can determine whether the VM was powered-on or off during the last measurement period. Also the measures such as Memory and Disk Capacity can also be viewed per VM, thus enabling you to assess how removal of unused VMs will impact the resource availability on the host.



Virtual Machines Activity Summary - VMware vSphere VDI

Virtual Machine	Powered On (%)	Last Powered On Ti	Powered On With Us	Server	OS	Memory (MB)	D
win2k8r2-spanish (9.199)	100	Sep 26, 2014 19:...	-	-	Microsoft Windo...	4096	
excalib7001(8.74)(old-8.248)	100	Sep 30, 2014 18:...	-	vdi14	Microsoft Windo...	1024	
Excalibur1 (11.107)	100	Sep 30, 2014 18:...	Sep 30, 2014 18:...	vdi14	Windows Server 2...	2048	
eGmobileAPP (11.173)	100	Sep 30, 2014 18:...	-	vdi14	Windows 7 Profes...	2048	
RHEL5.6 IBM HTTP SERVER (8.227)	100	Sep 30, 2014 18:...	-	vdi14	Red Hat Enterpris...	1024	
WIN2K12-Lync	100	Sep 30, 2014 18:...	Sep 30, 2014 15:...	vdi14	Windows Server 2...	4096	
WIN2k12R2 (9.49)	100	Sep 30, 2014 18:...	-	vdi14	Microsoft Windo...	2048	
Win2k832bit (11.31)	100	Sep 30, 2014 18:...	-	vdi14	Microsoft Windo...	2048	
Win2k832bit (9.143)	100	Sep 30, 2014 18:...	-	vdi14	Microsoft Windo...	1024	
WIN2k832bit (Old -11.150) 9.69	100	Sep 30, 2014 18:...	-	vdi14	Windows Server (...	3072	
WIN2k8Project2k3 (11.109)	100	Sep 30, 2014 18:...	Sep 26, 2014 16:...	vdi14	Windows Server 2...	2048	
Ubuntu64-13.5 (9.235)	100	Sep 30, 2014 18:...	-	vdi14	Ubuntu Linux (64...	1024	
WIN2K8R2 (8.125)	100	Sep 30, 2014 18:...	Sep 30, 2014 18:...	vdi14	Windows Server 2...	2048	
~`!@#$%25^&*()_+-={}[]:%5c:;_<>...	100	Sep 30, 2014 18:...	Sep 26, 2014 15:...	vdi14	Windows Server 2...	4096	
centos6.3- (9.36)	100	Sep 30, 2014 18:...	-	vdi14	CentOS 4/5/6 (6...	2048	
Citrix AppController(10.50)	100	Sep 30, 2014 18:...	-	vdi14	Other 2.6.x Linux...	4096	

Figure 7.310: Data report of the VMs in VDI environments

17. In case of VDI environments, the data report will additionally reveal the percentage of time for which each VM was powered-on with an active user session; this way, you can quickly identify powered-on VMs that have been idle for long time periods. Also, a **Last User Access Time** will be available for each VM, which will reveal the last time a user had logged into that VM - this is nothing but the last time the eG agent checked the state of the VM and found that it was powered on with a user session active on it.

Note:

- Before emailing reports, ensure that the **SMTP mail host** and **eG Admdinistrator ID** are properly configured in the eG administrative interface (using the *Alerts -> Mail Settings -> Server Settings* option).
- When reports are sent by email, the body of the email will contain the reports so sent in HTML format. You can, if you so desire, send the report as an attachment by setting the

SendMailAsAttachment flag to **Yes** (or **True**). This flag is available in the **[MISC_ARGS]** section of the **eg_services.ini** file (in the [EG_INSTALL_DIR]\manager\config directory).

18. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link, which will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

7.3.4.7 Virtualization Manager - Capacity Planning Report

While planning the capacity of their virtual clusters, administrators often need to ascertain how many VMs are operating on their critical clusters, assess how these VMs are using the CPU and memory resources allocated to them, and determine whether sufficient resources are free in the cluster to support future operations. The findings from such an analysis will provide pointers to how the cluster capacity can be enhanced - can the cluster accommodate more VMs without requiring additional resources? or should the cluster be resized before adding more VMs to it?

The **Cluster Capacity Planning** report automates this analysis and makes prudent sizing recommendations with the help of which administrators can take accurate capacity decisions. On the basis of the historical CPU and memory usage of the VMs allocated to the cluster, the report reveals deficits in cluster sizing (if any). Also, on the basis of the free CPU and memory resources (if any) in the cluster, the report automatically computes how many more VMs the cluster can handle. In the process, the report turns the spotlight on that resource (CPU or memory) which serves as a serious constraint to expanding the VM capacity of the cluster.

To generate this report, do the following:

1. Select the **Capacity Planning** option from the **vCenter Reports** node of the **REPORTS BY FUNCTION** tree.
2. When Figure 7.311 appears, first select the **Report Type**. For a graphical report, choose the **Graph** option.

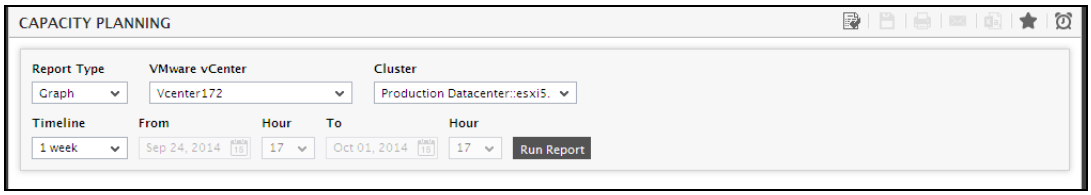


Figure 7.311: Generating a VM Capacity Planning report

3. Then, select the **VMware vCenter** server for which the report is to be generated.
4. From the list of **Cluster**s managed by the chosen vCenter, select the cluster for which the report is to be generated. For a report on all clusters, choose the **All** option.
5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Cluster**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop don window (see Figure 7.312). The steps below discuss each of these settings and how they can be customized.

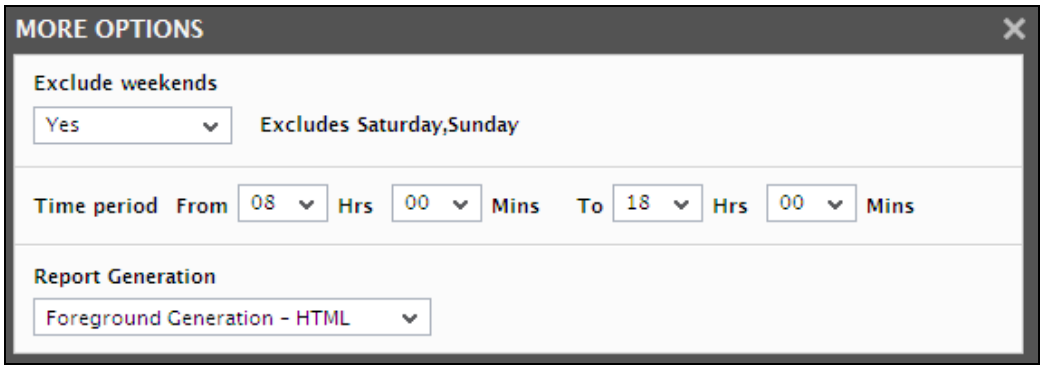


Figure 7.312: The default settings for generating the Cluster Capacity Planning report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <eg_install_dir**>\manager\config** directory.
   - In the [virtual_cluster] section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.

8. Next, indicate the report **Time period**.

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_**

DIR}\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button. If the **Report Type** is Graph, then clicking the **Run Report** button will open Figure 7.313.

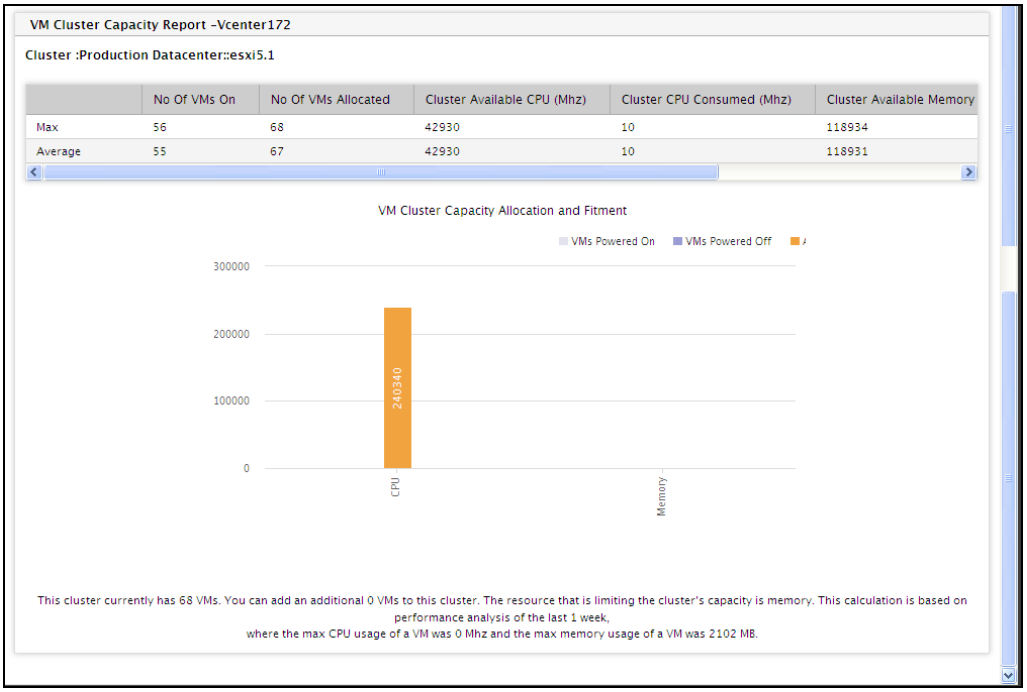


Figure 7.313: A Graphical VM Capacity Planning Report

11. On the other hand, if the **Report Type** chosen is **Data**, then Figure 7.314 will appear when the **Run Report** button is clicked.

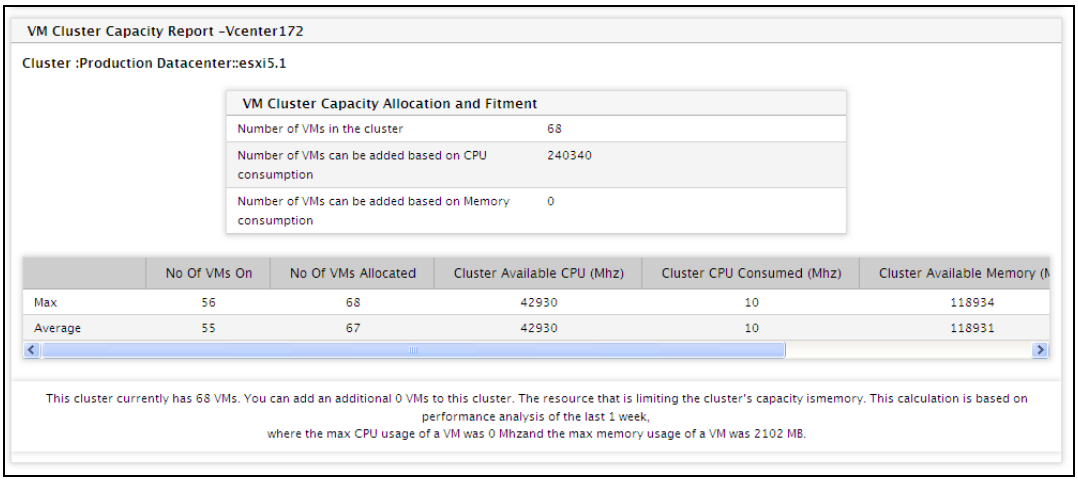


Figure 7.314: A VM Capacity Planning Report of type Data

12. From the reports of Figure 7.313 and Figure 7.314, you can instantly figure out how many VMs are operating on the chosen cluster, how many are powered-on currently, how the cluster utilized the CPU and memory resources allocated to it during the given timeline, and how much CPU and memory is still available for use in the cluster. In addition, the report automatically computes how many more VMs can be supported by the free CPU resources on the cluster, and represents the same graphically. Likewise, it auto-computes the additional VMs that the free memory resources of the cluster can handle, and represents the same graphically. The report also clearly states its observations and its inferences at the bottom, and also indicates which resource is limiting the cluster's VM capacity - is it CPU or memory?

7.3.5 The User VMs Report

Like components, segments, zones, and services, virtual machines can also be assigned to specific users. This feature is particularly useful for cloud service providers, who often need to provision a VM on-demand for any customer who requests for it. These cloud consumers (i.e., customers) are only concerned with the availability and internal health of those VMs that the service provider has provisioned for them, as typically, they will have no knowledge of the virtual servers on which the VMs operate. This means that these customers may not require monitoring access to the whole virtual server as such. By configuring user-VM mappings using the eG administrative interface, the cloud service providers will not only be able to track who is using which VM, but will also be able to provide a customer with the ability to view in real-time the status, overall performance, and problems related to only the VMs (and not the virtual servers) that were specifically launched on the cloud for him/her. To know how to associate VMs to users, refer to the *eG User Manual*.

If a user who has been assigned VMs logs into the eG Reporter console, then a special User VMs report option will appear under the Virtualization menu of eG Reporter (see 7.3.5).

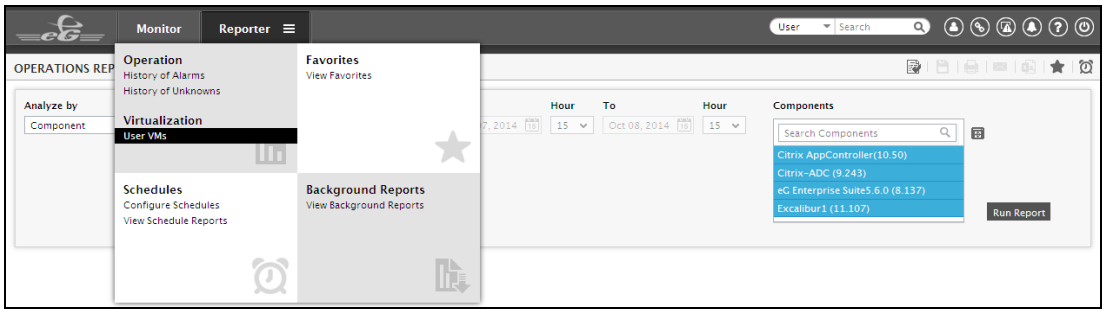


Figure 7.315: Navigating to the User VMs report from the eG Reporter interface

Note:

If the current user to the eG Reporter console has the right to monitor only VMs and not any other infrastructure element, then, for such a user, only the **Operations**, **Virtualization**, and **Options** menus will be available in eG Reporter. Also, the **Virtualization** menu in this case will include only the **User VMs** option.

With the help of the **User VMs** report, the user can zoom into one of the VMs assigned to him/her and analyze how well that VM is using the resources allocated to it. Sporadic/consistent spikes in resource usage and root-cause for such abnormal usage patterns can thus be deduced.

To generate the **User VMs** report, do the following:

1. Upon selecting the **User VMs** option from 7.3.5, 7.3.5 will appear. The **Virtual Machine** list in 7.3.5 will list all the VMs that have been explicitly assigned to the user who has logged in. Select a VM from this list.

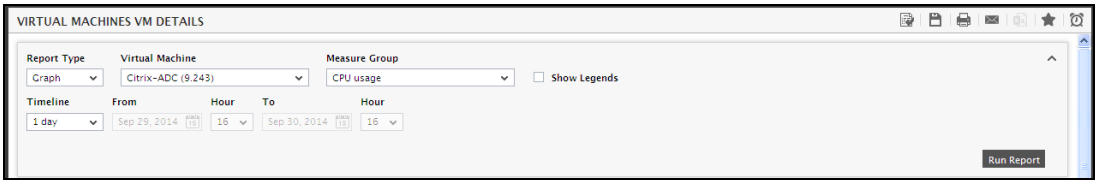


Figure 7.316: Generating the User VMs report

2. Next, select **Graph** from the **Report Type** field to generate a graphical report. For a data report, select the **Data** option.
3. eG Enterprise collects a wide range of virtual resource usage metrics - i.e., 'inside view' metrics - from a VM. Using the **User VMs** report, you can focus on how a chosen VM utilizes a specific resource - say CPU, memory, disk space, etc. For this purpose, by default, eG Enterprise groups

the virtual resource usage metrics of a VM into six different 'resource groups', based on the 'resource type'. These groups are, namely: Memory usage, CPU usage, Disk usage, Network usage, TCP Connection, and Uptime Status. For instance, all key metrics related to memory usage – e.g., allocated memory size, Memory max limited, Target memory, etc. - are by default included in the Memory usage group. Also, to provide administrators with a clearer view of a VM's resource usage, eG Enterprise, by default, computes the Avg and Max values of every metric in a group, and displays these values in the report. To know how the chosen VM has used a particular resource across the selected **Components**, pick one of the above-mentioned resource groups from the **Measure Group** list. On the other hand, if you want to generate a report that brings out the overall resource usage of a VM across the chosen **Components**, then select **All** from the **Measure Group** list.

Note:

The default resource groups Memory usage, CPU usage, Disk usage, Network usage, TCP IP usage, and Time in usage - are hard-coded in the eG Enterprise system. The names of these groups cannot be changed, and no new resource groups can be introduced. However, if need be, additional metrics can be included in the default groups, and additional functions can be applied to any of grouped metrics. For instance to add the Run queue in VM metric to the CPU usage group, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[VIRTUAL_MEASURE_GROUP]** section of the file, insert a line for the new metric, in the following format:

  Cpu_ usage:<InternalTestName>:<InternalMeasureName>=<Comma- separated list of functions>

  For the **Run queue in VM** measure therefore, your specification should be:

  Cpu_usage:VmgSystemTest:Run_queue_length=Avg,Max

  To know the <InternalTestName>and <InternalMeasureName>, refer to the procedure discussed in Page Section of this document.

- Finally, save the file.

  Similarly, new metrics/functions can be added to the Memory_usage, Disk_usage, Network_ usage, Timein_usage , TcpIp_usage groups.

4. In addition to the settings discussed above, this report comes with a set of default specifications.

These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick an option from the **Component** list. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.5). The steps below discuss each of these settings and how they can be customized.

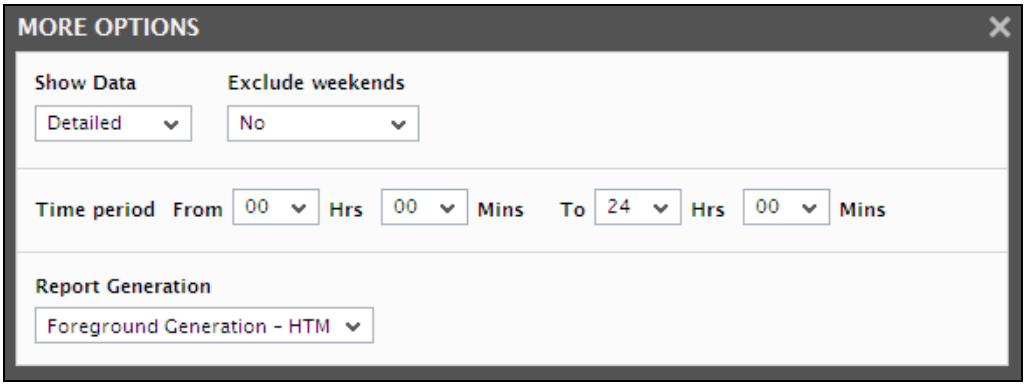


Figure 7.317: The default settings for generating the User VMs report

5. The speed with which a report is generated depends primarily on the report **Timeline**. While a **Timeline** that varies between a couple of days to a week enables the eG Enterprise system to quickly retrieve the required data, timelines that span multiple weeks/months could slow-down the data retrieval and report generation process to a considerable extent, owing to the volume of data involved. In order to ensure quick and easy access to reports, eG Enterprise provides you the option of enabling data retrieval from the **Trend** information in the database, instead of the **Detailed** test information that is used by default for report generation. The **Detailed** test information based comprises of multiple measurement records for a test - one or more each for every test execution. Whereas, the **Trend** information includes only hourly, daily, and monthly summary computations for a test performed on a continuous basis. For instance, during a period of 1 hour, a test that runs every 5 minutes inserts atleast 12 records into the **Detailed** test information base. On the other hand, the **Trend** information base would consist of only 1 record for the same 1 hour period. Fewer the number of records, query execution becomes much quicker, and data retrieval faster. To use the trend data for report generation, you will have to select the **Trend** option from the **Show Data** field in 7.3.5. By default, the **Detailed** option is selected in 7.3.5 indicating that the report data is retrieved from the detailed test information in the database. If need be, you can also ensure that all reports always use the **Detailed** test tables alone by hiding the **Show Data** field from the reporter interface. To achieve this, do the following:

- Login to the eG administrative interface as 'admin'.
- Select the **Manager** option from the **Settings** tile that appears when the button against the **Admin** tab is clicked.
- From the **GENERAL SETTINGS** page that then appears, if you set the **Compute average/sum of metrics while trending** flag to **No**, then the **Show Data** field will not appear in the reporter interface; this denies users access to the **Trend** option, and thus ensures that reports are always generated using the **Detailed** tables.

  Note:

  - A **Trend** report will not include the data for the current day since trend data is only computed at the end of the day.
  - If the **Trend** option is chosen, the time period of the report should be greater than 1 day.
  - The usage of **Detailed** test tables for generating reports, especially those that span weeks, increases the stress on the eG database, thus resulting in undue delays in report generation. In order to ensure that the database is not choked by such voluminous data requests, you can configure eG Enterprise to automatically "force" the use of the **Trend** option if the **Timeline** of a report exceeds a pre-configured duration. To specify this time boundary, do the following:
    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR**>\manager\config directory**.
    - In the [MISC] section of the file, you will find a **DetailedTime** parameter.
    - Specify the duration (in days) beyond which **Detailed** reports cannot be generated, against the **DetailedTime** parameter, and save the **eg_report.ini file**.
    - For instance, to make sure that **Detailed** reports are disallowed for a **Timeline** of over 2 weeks, set the **DetailedTime** parameter to 14 and save the file.
    - Say, subsequently, you attempt to generate a **Detailed** report for a **FixedTimeline** of 3 weeks (which is greater than the 14-day limit set in our example). The instant you select the 3 weeks option from the **Fixed** list box, the **Detailed** option gets automatically disabled, and the **Trend** option gets enabled. Similarly, if you specify an **AnyTimeline** that runs over 14 days, then, upon clicking the Run Report button to generate the report, a message box appears (see Figure 5.8) informing you that only the **Trend** option is permitted.
    - To proceed with the **Trend** report generation, click the ok button in the message box. To terminate **Trend** report generation, click the Cancel button.

6. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[VIRTUAL_MEASURE_GROUP]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday,Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday,Saturday**.
   - Save the file after making the required changes.

7. Next, indicate the report **Timeperiod**.

8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a

report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the Run Report button. If the **Report Type** is **Graph** and the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking on the Run Report button invokes Figure 7.318. The **Graph** report applies the first of the configured functions (i.e., Avg by default) on every metric in the chosen group, and generates time-of-day graphs revealing the variations in the computed values in the chosen VM during the specified period. These graphs help determine whether applications executing on the VM are consuming the resources allocated to the VM excessively, or whether the VMs are inadequately sized.

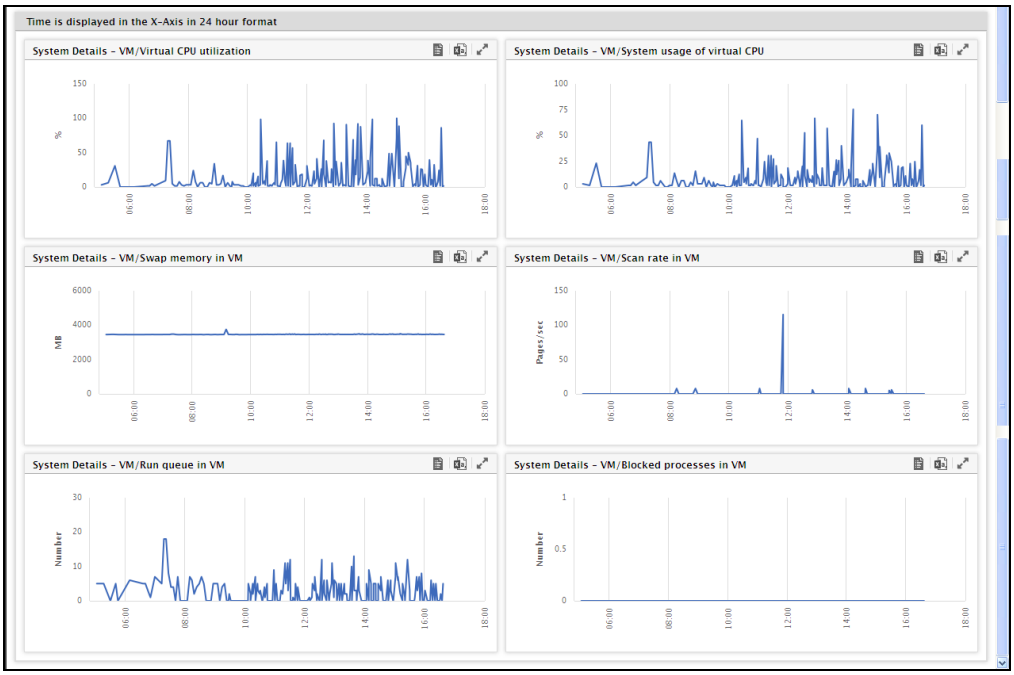


Figure 7.318: A graphical User VMs report

11. Each graph in Figure 7.318 comes with a and a icons. You can view the data plotted in a graph by clicking the icon and can save the data in a CSV file by clicking on the icon.

12. If the **Report Type** were **Data**, then you would not be required to choose a **Measure Group**. The **Data** report applies all the configured functions (i.e., both *Avg* and *Max* by default) on every metric in every measure group, and displays all the computed values in a tabular format, once the **Run Report** button is clicked (see 7.3.5). Under the individual measure groups, details of the resource usage of the chosen VM will be available.

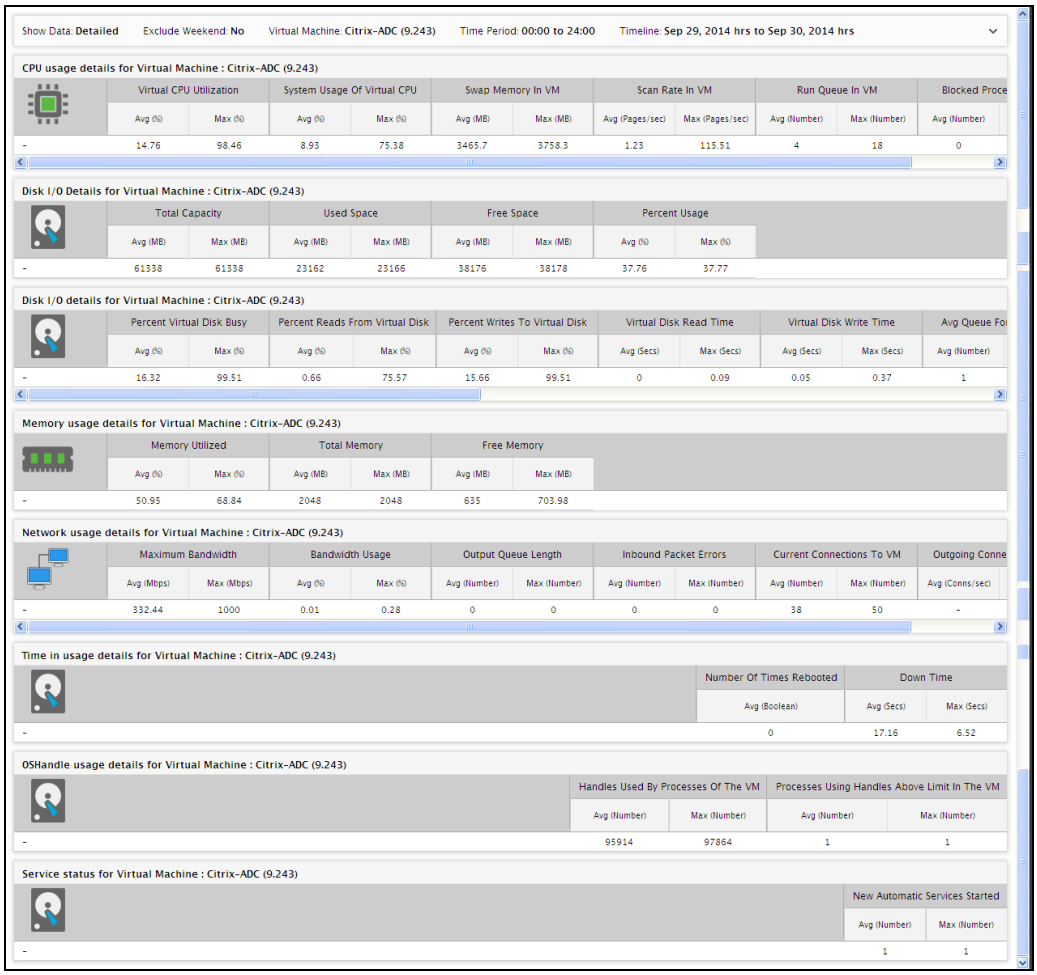


Figure 7.319: The User VMs Data Report

13. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Synthetic Monitoring Reports

7.3.6 Logon Simulation Reports

The eG Logon Simulator, a part of the eG Enterprise suite, is a purpose-built solution for delivering proactive visibility into the logon performance in virtual infrastructures. Using an agentless approach, the eG Logon Simulator simulates a user logging in to a web interface through a browser, reviewing the list of applications/desktops accessible, clicking on a selected application or desktop, launching it by initiating a session and then logging off. By emulating the exact same process that users go through when they logon to virtual machines/desktops, the eG Logon Simulator provides a realistic measure of the user experience during logon process. Since every simulation tests the entire virtual infrastructure, the results represent the cumulative health of all of the tiers supporting virtual logons.

For historical analysis of the simulated results, the eG Reporter provides a Logon Simulation Reports category. The reports can be generated for one/all applications (or desktops), or for one/all Logon Simulation agents.

The forthcoming sections will elaborately discuss each report presented in this category.

7.3.6.1 Logon Simulation - By External Agent Report

This report is ideal if you have configured multiple Logon Simulator Agents in different locations to perform the simulations. Using this report, you can:

- Easily compare the historical simulation results of the different agents;
- Accurately identify the agent that has reported issues much frequently than the rest;
- Zoom into the simulations performed by that agent and figure out if the agent location is the reason for the frequent issues;

In order to generate the **Logon Simulation - By External Agent** report, do the following:

1. Select the **By External Agent** option by following the menu sequence: *REPORTS BY FUNCTION -> Logon Simulation*. Figure 7.320 then appears.

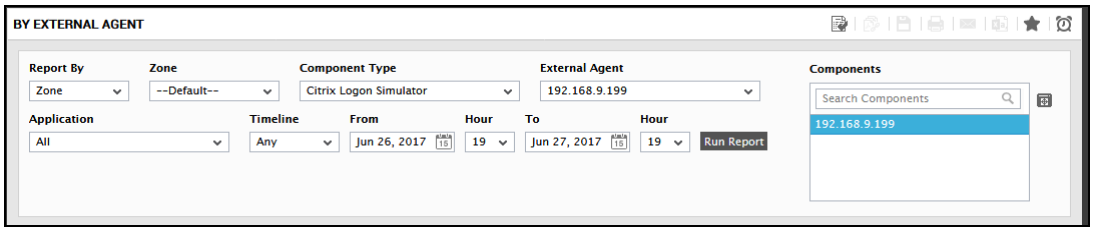


Figure 7.320: Specifying the criteria for the Logon Simulation By External Agent report

2. In Figure 7.320 that appears, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the logon simulation of one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the applications hosted on the virtual components of a particular service/segment/zone, and accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the logon simulations performed on the VMware Horizon environment, select VMware Horizon Logon Simulator from the **Component Type** list, select **Component** from the **Report By** list, and then select all the components listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
   - **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.

3. Next, from the **External Agent** list pick the agent for which the report needs to be generated to analyze the simulation performed by the agent. By default, *All* option is chosen from this list. If only a single agent is configured in your environment, then that particular agent will be chosen by

default, from the **External Agent** list.

4. Then,select the application from the **Application** list for which the report should be generated. By default, *All* option is chosen from this list.

5. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.321). The steps below discuss each of these settings and how they can be customized.

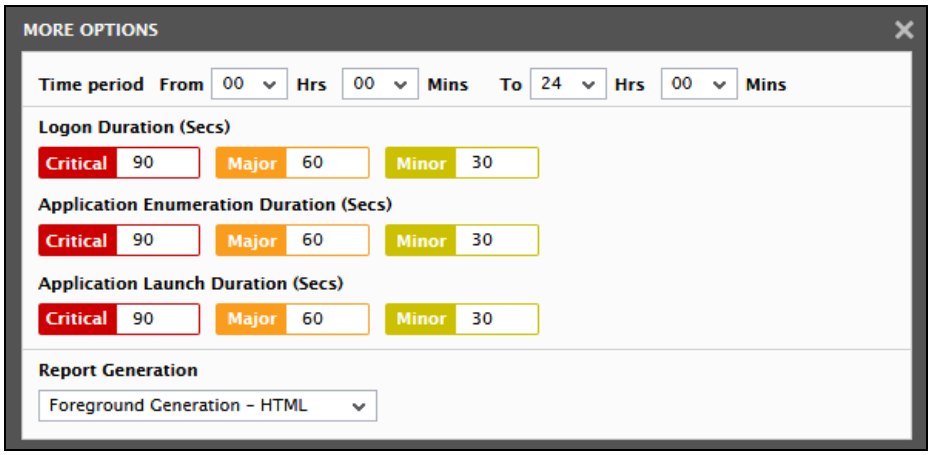


Figure 7.321: The default settings for generating the report

7. Next, indicate the report **Time period**.

   Note:

   By default, the **Timeperiod** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

8. eG Enterprise System offers the flexibility of allowing the administrators to view the abnormality experienced by an application during logon from the generated report at a single glance. This can be achieved by providing the lower/higher threshold limits of your choice i.e., providing the Minor/Major/Critical values in the appropriate colored text boxes underneath the Logon Duration (secs) option. Doing so, whenever the logon duration of the application violate the specified threshold values, the logon duration of that particular application will be highlighted with the corresponding color of the specified text box in the generated report. This way, you can easily identify abnormalities experinced by the application during logon in your environment. Similarly, you are allowed to set the threshold limits for the application enumeration duration underneath the **Application Enumeration Duration (secs)** option as well as the application launch duration underneath the **Application Launch Duration (secs)** option.

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can

either select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.
11. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.322 will appear as soon as you click the **Run Report** button.

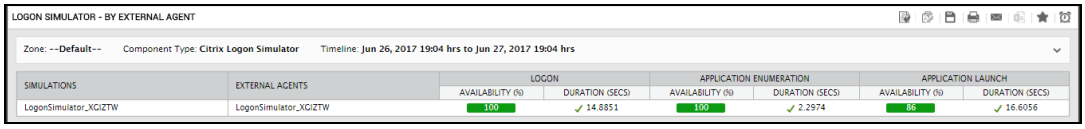


Figure 7.322: The Logon Simulation By External Agent Report

12. If you have chosen *All* option from the **External Agent** list, then, this report provides the following:
    - The availability and logon duration of the application;
    - The application enumeration duration and
    - The application launch duration.
13. Clicking on any value in Figure 7.322 leads you to Figure 7.323 which provides a quick summary

of the results of all simulations performed by the simulator for the chosen external agent.

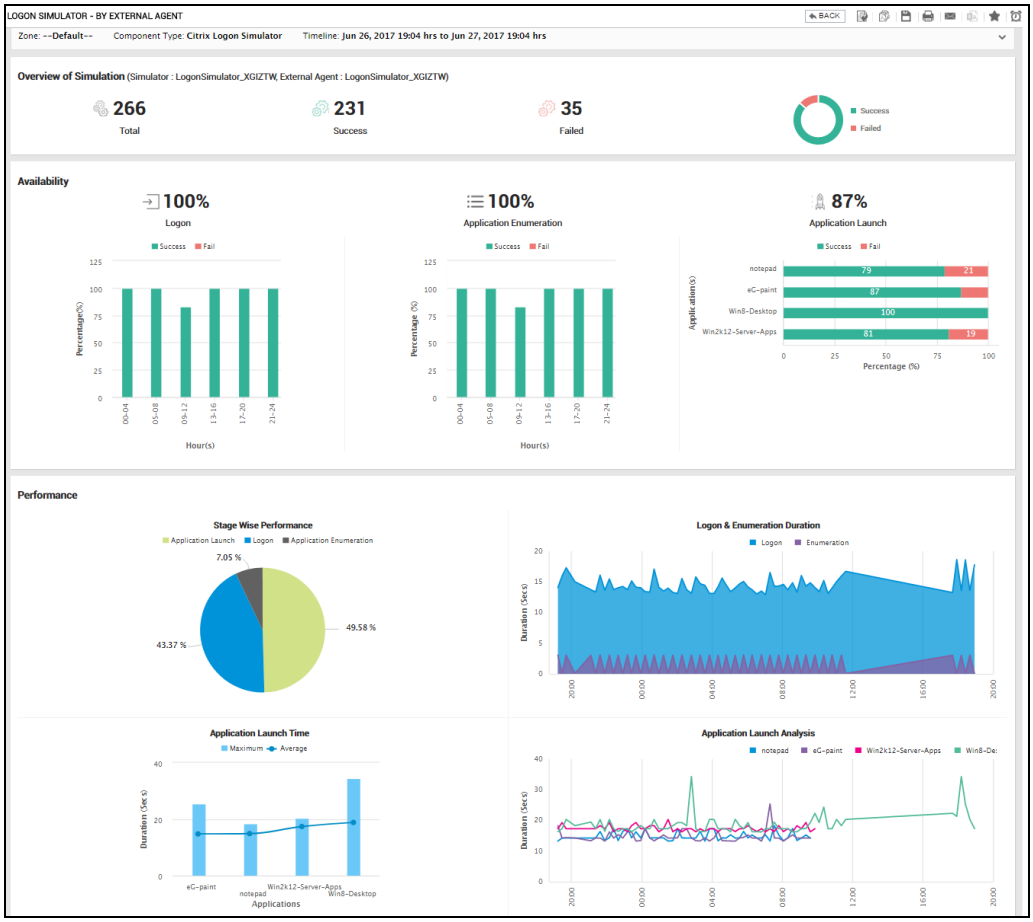


Figure 7.323: Zooming into the simulation results reported by a particular external agent

14. If you have chosen an **External Agent** to generate the report, then, this report provides a quick summary of the results of all simulations performed by the simulator for the chosen application/desktop. From Figure 7.323 , you can instantly infer if simulations for the application/desktop have failed more often than they have succeeded. If so, this page also points you to the probable cause of these failures - login? enumeration? or application launch? You can then use the graphs in this page to isolate exactly when during the given timeline, simulations for that application/desktop failed or took longer than usual. Ascertain the overall application health during the specified timeline using the Application Health doughnut. This will reveal whether the application/desktop was healthy or in an abnormal state the majority of time.

15. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that

lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

7.3.6.2 Logon Simulation - By Application / Desktop Report

This report helps administrators identify the problem-prone application/desktop in your farm, zoom into its logon performance, and diagnose its root-cause. A single glance at this report will reveal the following:

- Which application/desktops the simulator attempted to launch during the said timeline?
- In which simulation were logon performance issues detected time and again?
- At which step of the logon process were issues often detected?
- What was causing the issues - was it because a particular operation failed frequently? or was it because a particular operation was consistently taking longer than a configured (acceptable) duration?
- Which operation (login, enumeration, or launch) is problem-prone?

To generate this report, do the following:

1. Select the **By Application** option by following the menu sequence: *REPORTS BY FUNCTION -> Logon Simulation*. Figure 7.324 then appears.

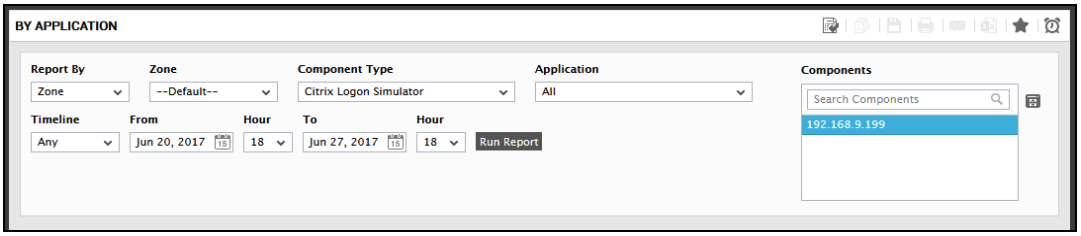


Figure 7.324: Specifying the criteria for the Logon Simulation - By Application report

2. In Figure 7.324 that appears, select a criterion for analysis from the **Report By** list box. Using this report, you can analyze the logon simulation of one/more independent virtualized components, or those that are part of a segment, service, or a zone. This way, you can assess the impact of the applications hosted on the virtual components of a particular service/segment/zone, and

accordingly take decisions. The options provided by the **Report By** list box are discussed hereunder:

- **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the logon simulations performed on the VMware Horizon environment, select VMware Horizon Logon Simulator from the **Component Type** list, select **Component** from the **Report By** list, and then select all the components listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
- **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.

3. Then, select the application from the **Application** list for which the report should be generated. By default, *All* option is chosen from this list.

4. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last

option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

5. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.325). The steps below discuss each of these settings and how they can be customized.

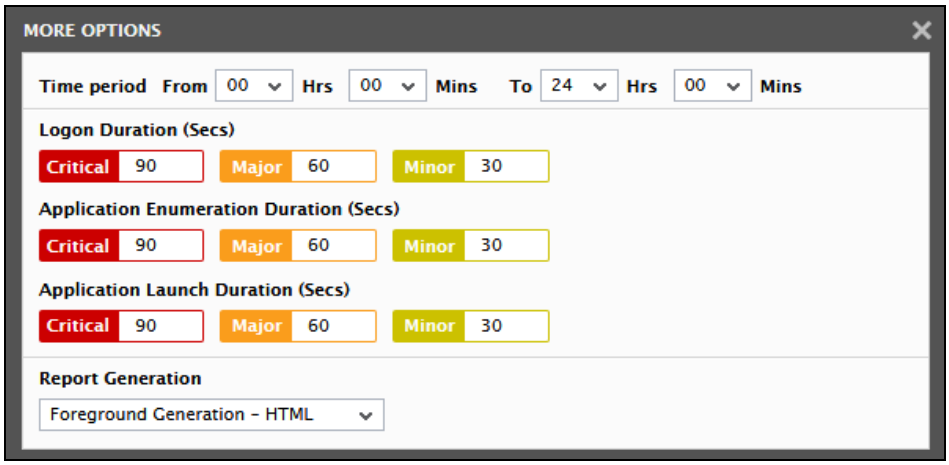


Figure 7.325: The default settings for generating the report

6. Next, indicate the report **Time period**.

   Note:

   By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

7. eG Enterprise System offers the flexibility of allowing the administrators to view the abnormality

experienced by an application during logon from the generated report at a single glance. This can be achieved by providing the lower/higher threshold limits of your choice i.e., providing the Minor/Major/Critical values in the appropriate colored text boxes underneath the **Logon Duration (secs)** option. Doing so, whenever the logon duration of the application violate the specified threshold values, the logon duration of that particular application will be highlighted with the corresponding color of the specified text box in the generated report. This way, you can easily identify abnormalities experinced by the application during logon in your environment. Similarly, you are allowed to set the threshold limits for the application enumeration duration underneath the **Application Enumeration Duration (secs)** option as well as the application launch duration underneath the **Application Launch Duration (secs)** option.

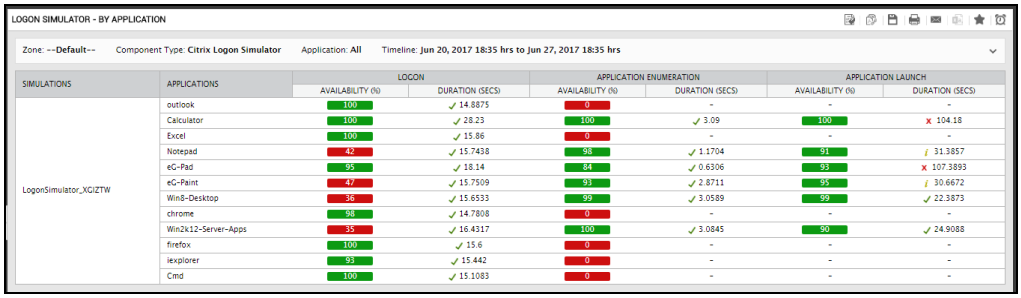
8. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

9. Finally, click the **Run Report** button to generate the report.
10. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.326 will appear as soon

as you click the **Run Report** button.



LOGON SIMULATOR - BY APPLICATION

Zone: --Default-- Component Type: Citrix Logon Simulator Application: All Timeline: Jun 20, 2017 18:35 hrs to Jun 27, 2017 18:35 hrs

SIMULATIONS	APPLICATIONS	LOGON		APPLICATION ENUMERATION		APPLICATION LAUNCH	
		AVAILABILITY (%)	DURATION (SECS)	AVAILABILITY (%)	DURATION (SECS)	AVAILABILITY (%)	DURATION (SECS)
LogonSimulator_XGIZTW	outlook	100	✓ 14.8875	0	-	-	-
	Calculator	100	✓ 28.23	100	✓ 3.09	100	x 104.18
	Excel	100	✓ 15.86	0	-	-	-
	Notepad	42	✓ 15.7438	98	✓ 1.1704	91	! 31.3857
	eG-Pad	95	✓ 18.14	84	✓ 0.6306	93	x 107.3893
	eG-Paint	47	✓ 15.7509	93	✓ 2.8711	95	! 30.6672
	Win8-Desktop	36	✓ 15.6533	99	✓ 3.0589	99	✓ 22.3873
	chrome	98	✓ 14.7808	0	-	-	-
	Win2k12-Server-Apps	35	✓ 16.4317	100	✓ 3.0845	90	✓ 24.9088
	firefox	100	✓ 15.6	0	-	-	-
	iexplorer	93	✓ 15.442	0	-	-	-
	Cmd	100	✓ 15.1083	0	-	-	-

Figure 7.326: The Logon Simulation - By Application Report

11. For each simulation and application chosen, this report provides the following:

    - The availability and logon duration of the application;
    - The application enumeration duration and
    - The application launch duration.

12. Zooming into a particular application/desktop from Figure 7.326 provides a quick summary of the results of all simulations performed by the simulator for the chosen application/desktop (see Figure 7.327).

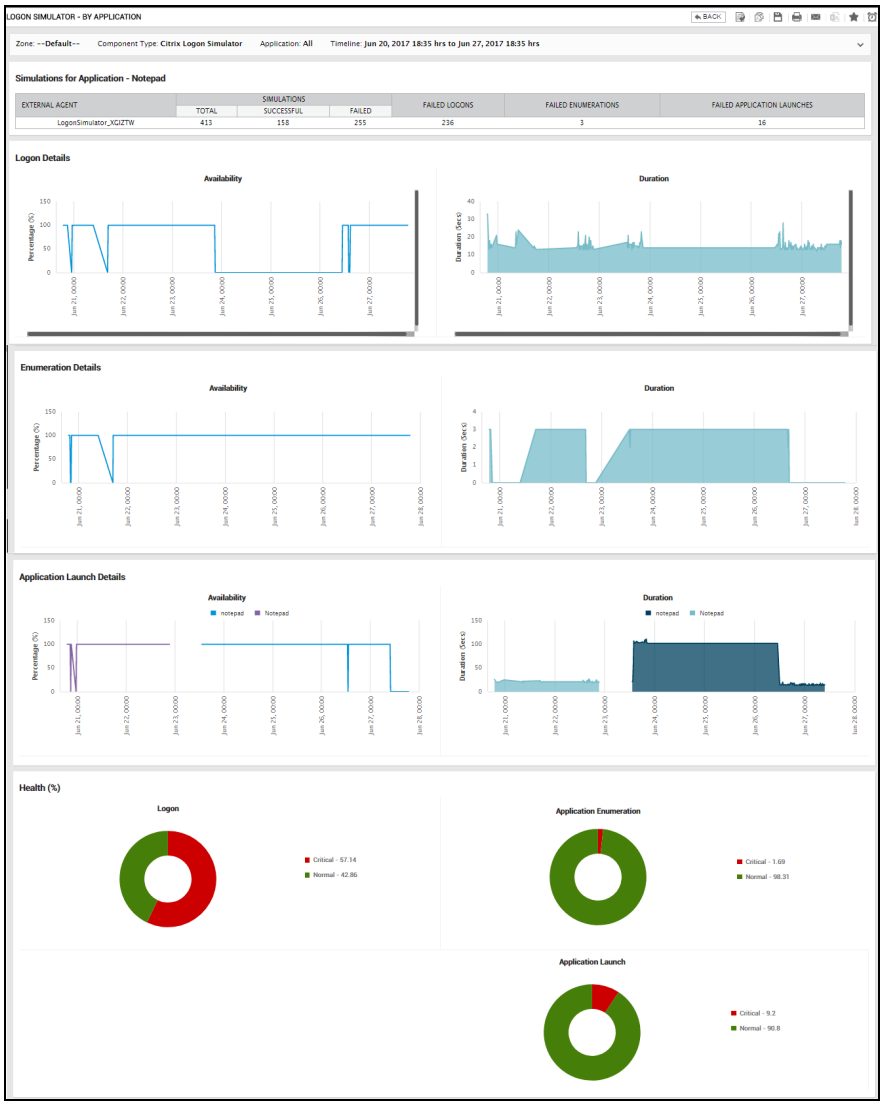


Figure 7.327: Drilling down into an application

13. From Figure 7.327, you can instantly infer if simulations for the application/desktop have failed more often than they have succeeded. If so, this page also points you to the probable cause of these failures - login? enumeration? or application launch? You can then use the graphs in this page to isolate exactly when during the given timeline, simulations for that application/desktop failed or took longer than usual. Ascertain the overall application health during the specified timeline using the Application Health doughnut. This will reveal whether the application/desktop was healthy or in an abnormal state the majority of time.

14. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that

lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

7.3.7 Synthetic Monitoring - Web App Simulation Report

This report is ideal if you have configured multiple Web App Simulator Agents in different locations to perform the simulations. This report allows application teams to understand simulation trends over time and identify bottlenecks for a given period of time. Using this report, you can figure out answers to the following questions:

- Which transaction mostly failed during the said timeline?
- Which transaction processing took too long to complete?
- Were the transactions available during the said timeline?
- When exactly did the transaction processing time peak?

In order to generate the Web App Simulation report, do the following:

1. Select the **Web App Simulation** option from the **Synthetic Monitoring** sub-node of the **Domain Specific Reports** node of the **REPORTS BY FUNCTION** tree.
2. Figure 7.328 then appears. Here, select a criterion for analysis from the **Analysis by** list box.

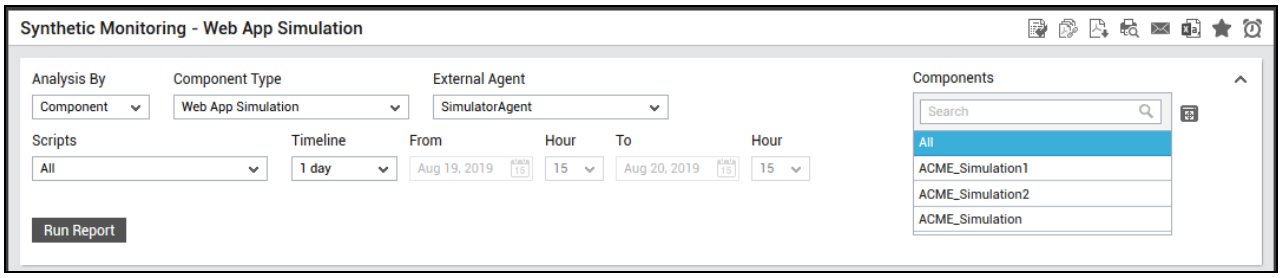


Figure 7.328: Specifying the criteria for the Web App Simulation report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analysis By** list box are discussed hereunder:

- **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
- **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong to. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
- **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analysis By** list box, and then pick the **Segment** from the drop-down list that appears.
- **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analysis By**, and then pick the required **Service** from the drop-down list that appears.

4. By default, *Web App Simulation* will appear in the **Component Type** list.
5. The **Components** list will be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **Components** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Next, from the **External Agent** list pick the agent for which the report needs to be generated to analyze the simulation performed by the agent. By default, **All** option is chosen from this list. If only a single agent is configured in your environment, then that particular agent will be chosen by default, from the **External Agent** list.
7. Select the script for which you wish to generate the report from the **Scripts** list. By default, **All** option is chosen from this list. If only a single script is recorded for simulation, then that particular script will be chosen by default, from the **Scripts** list.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set

for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.329). The steps below discuss each of these settings and how they can be customized.

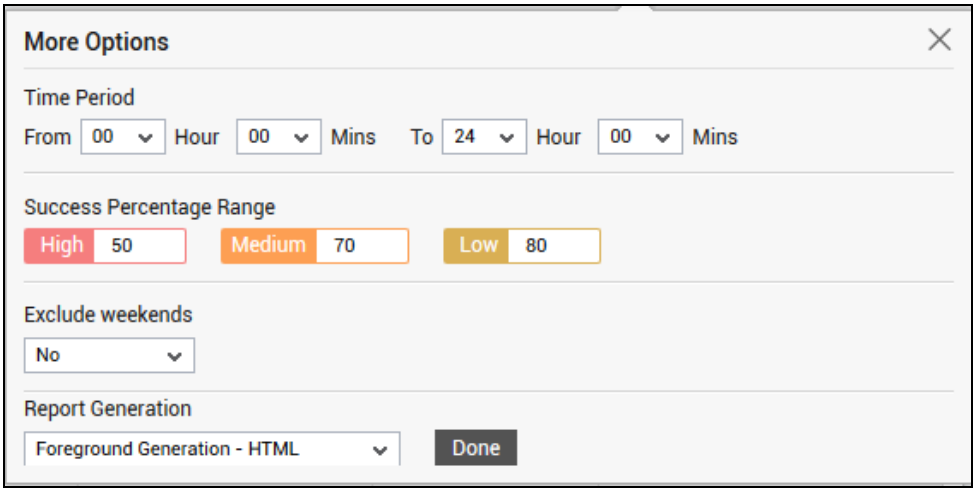


Figure 7.329: The default settings for generating the Web App Simulation report

10. Indicate the report **Time Period** for which the report is to be generated.

Note:

By default, the **Time Period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the **[TIMEFRAME]** section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

11. eG Enterprise System offers the flexibility of allowing the administrators to view the abnormality experienced by a script from the generated report at a single glance. This can be achieved by providing the lower/higher threshold limits of your choice i.e., providing the Minor/Major/Critical values in the appropriate colored text boxes underneath the **Success Percentage Range** option. Doing so, whenever the simulation violated the specified threshold values, the Success (%) of that particular script will be highlighted with the corresponding color of the specified text box in the generated report. This way, you can easily identify if the script was simulated successfully or not in the target web site /web application.

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes (Saturday,Sunday)**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

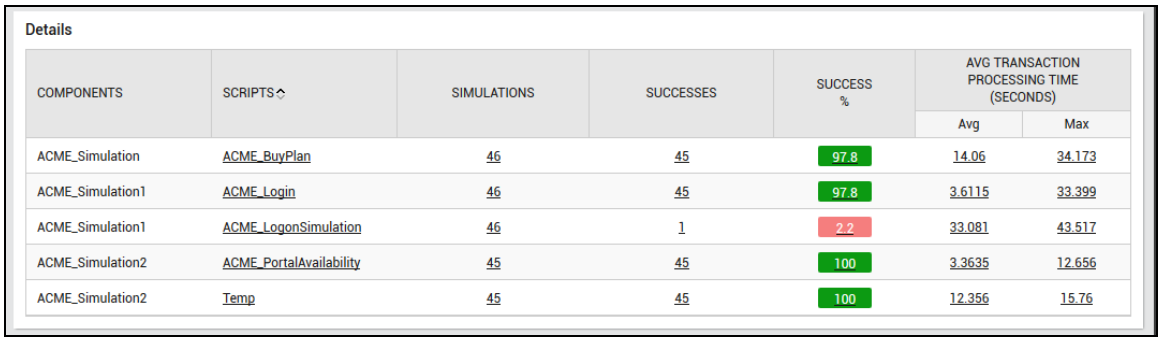
    - Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
    - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
    - Save the file after making the required changes.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
- Click the **Done** button once you have made the necessary changes in Figure 7.329.

14. Finally, click the **Run Report** button to generate the report.
15. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.330 will appear as soon as you click the **Run Report** button.



Details

COMPONENTS	SCRIPTS	SIMULATIONS	SUCCESSES	SUCCESS %	AVG TRANSACTION PROCESSING TIME (SECONDS)	
					Avg	Max
ACME_Simulation	ACME_BuyPlan	46	45	97.8	14.06	34.173
ACME_Simulation1	ACME_Login	46	45	97.8	3.6115	33.399
ACME_Simulation1	ACME_LogonSimulation	46	1	2.2	33.081	43.517
ACME_Simulation2	ACME_PortalAvailability	45	45	100	3.3635	12.656
ACME_Simulation2	Temp	45	45	100	12.356	15.76

Figure 7.330: The Web App Simulation Report

16. If you have chosen an **External Agent**, then this report provides the following:
    - The total number of simulations performed for each script;
    - The number of simulations that were successful;
    - The percentage of successful simulations and
    - The average transaction processing time for each script.
17. Clicking on any value in Figure 7.330 will lead you to Figure 7.331 which provides all simulations

performed by the simulator for the chosen script.

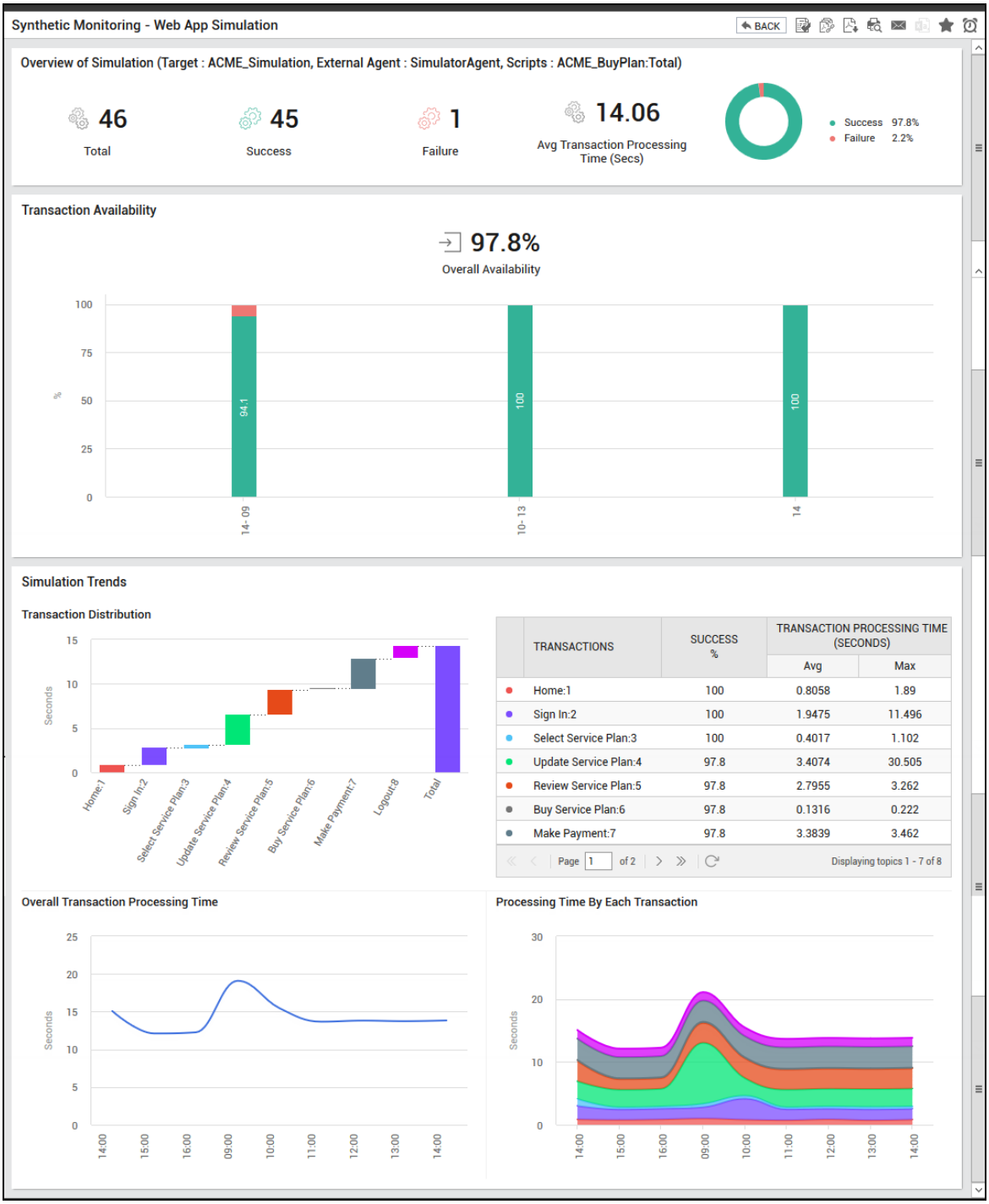


Figure 7.331: Zooming into the simulation

18. From Figure 7.331, you can instantly infer if simulations for the script have failed more often than they have succeeded. If so, when exactly the transactions failed? The Simulation trend

enumerates the percentage of successful transactions and the average transaction processing time along with the distribution of time for the transactions to complete. You can also use the graphs to figure out when the overall transaction processing time peaked and the processing time for each transaction. You can then use the graphs in this page to isolate exactly when during the given timeline, transactions of that script failed or took longer than usual. Ascertain the overall simulation health during the specified timeline using the doughnut in the **Overview of Simulation** section. This will reveal whether the simulation was healthy or in an abnormal state the majority of time.

19. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Web Application Monitoring Reports

7.3.8 RUM Reports

In the recent past, with the advancement of IT solutions and mobile devices, many businesses have transformed into e-businesses and had started offering online services to the users through web sites/web applications. Using these web sites/web applications, users are accessing services like banking, ticket booking and shopping at their convenience. With the advancement of this technology, the growth rate of the businesses touched its peak and the revenues increased manifold! The administrators of such business services started focusing on measuring the availability and performance of their web sites/web applications while they were completely unaware of a user perspective to their web site/web application or in other words, ignored the user experience of their web site/web application. On the other hand, from a user's point of view, if the web site/web application is slow/inaccessible, he/she will term it as a 'failure of service' by the service provider. But in reality, the problem may not be with the web site/web application and it may be with any one of the infrastructure tiers ranging between frontend, network and backend storage. The users are vary of such facts and often blame the web site/web application alone in this regard. Hence, administrators require a complete solution that can help them in the following:

- Monitor the web site/web application efficiently and report abnormal delays while accessing the web site/web application;
- Perform hostirical analysis and past performance trends of the web site/web application beased on various factors affecting the user experience such as browsers, devices, geographic locations etc, so that problem patterns are identified;

The eG Enterprise Suite provides an exclusive Real User Monitoring capability that captures all real time transactions performed by the users on a web site/web application. Using this Real User monitoring capability, administrators can capture the real end user experience, accurately pin point the slowdowns and figure out the transactions that pose a threat to the end user experience. While the Real User Monitoring capability captures real time transactions, the **RUM Reports** category offered by the eG Enterprise Suite helps the administrators analyze the following:

- the day to day performance of the web site/web application and figure out if the performance is consistent;
- compare the past performance trends of the web site/web application besed on geographic locations, browsers/devices used to access the web site/web application etc
- the user experience based on the geographic locations, browsers, device types, page types, page groups.

The forthcoming sections will elaborately discuss each report presented in this category.

7.3.8.1 User Experience Assessment Report

To view the overall user experience on a web application that is being monitored and to historically assess the user experience, eG Enterprise offers the User Experience Assessment report. By generating this report, administrators can obtain a summary of user experience in an easily understandable format, figure out the user experience and identify the web application that generated the maximum traffic (desktop or mobile or tablet). Recommendations are offered based on the analysis in this report. Administrators can provide a consolidated analysis of user experience to the application teams to analyze the slow transactions and also to the top-level management.

To generate a **User Experience Assessment** report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Real User Monitoring -> User Experience Assessment*.
3. Figure 7.332 will then appear.

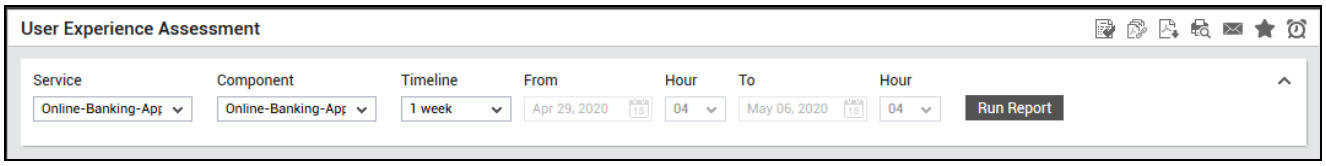


Figure 7.332: Generating a User Experience Assessment Report

4. Select the service for which the report is to be generated from the **Service** list box.
5. Select a **Component** that is associated with the chosen **Service** and for which you wish to generate the report.
6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.333). The steps below discuss each of these settings and how they can be customized.

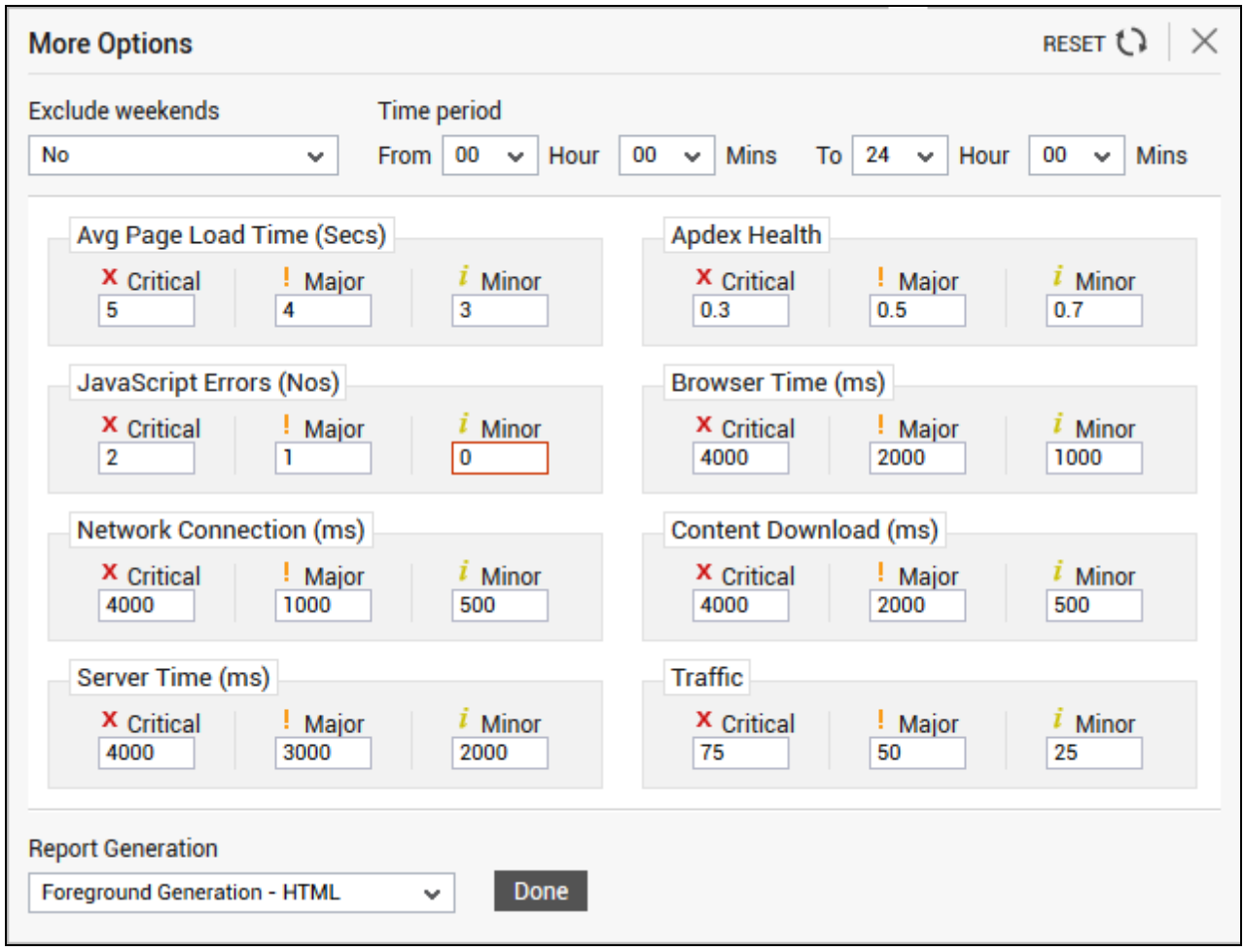


Figure 7.333: The default settings for generating the report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the [RUM_REPOTRS] section of the file, the EXCLUDE_WEEKEND parameter is set to **Saturday,Sunday** by default. You can modify this by setting the EXCLUDE_WEEKEND parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

9. Next, specify the start time and end time for report generation against the **Time period** field.

10. By default, eG Enterprise has a few default criteria set (in terms of Critical / Major / Minor) based on which the user experience on a web site/web application is assessed. Though the report generated with the default criteria may be satisfactory for most of the administrators, administrators of a few web sites may want more flexibility in generating the report. To cater to the needs of such administrators, eG Enterprise offers administrators the flexibility to set different criteria values. Administrators can set their own values (in terms of Critical / Major / Minor) for the following criteria:

    - Avg Page load Time
    - Apdex Health
    - JavaScript Errors
    - Browser Time
    - Network Connection
    - Content Download
    - Server Time
    - Traffic

11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report**

Generation list will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Administrators are provided an option to reset the entire contents of the **More Options** drop down window and set their own values. To this effect, a **RESET** button is provided in the More Options drop down window. Clicking this button will reset the contents of the **More Options** window.
13. Click the **Done** button if any changes were made to the **More Options** drop down window.
14. Finally, click the **Run Report** button to generate the report. Figure 7.334 will then appear.

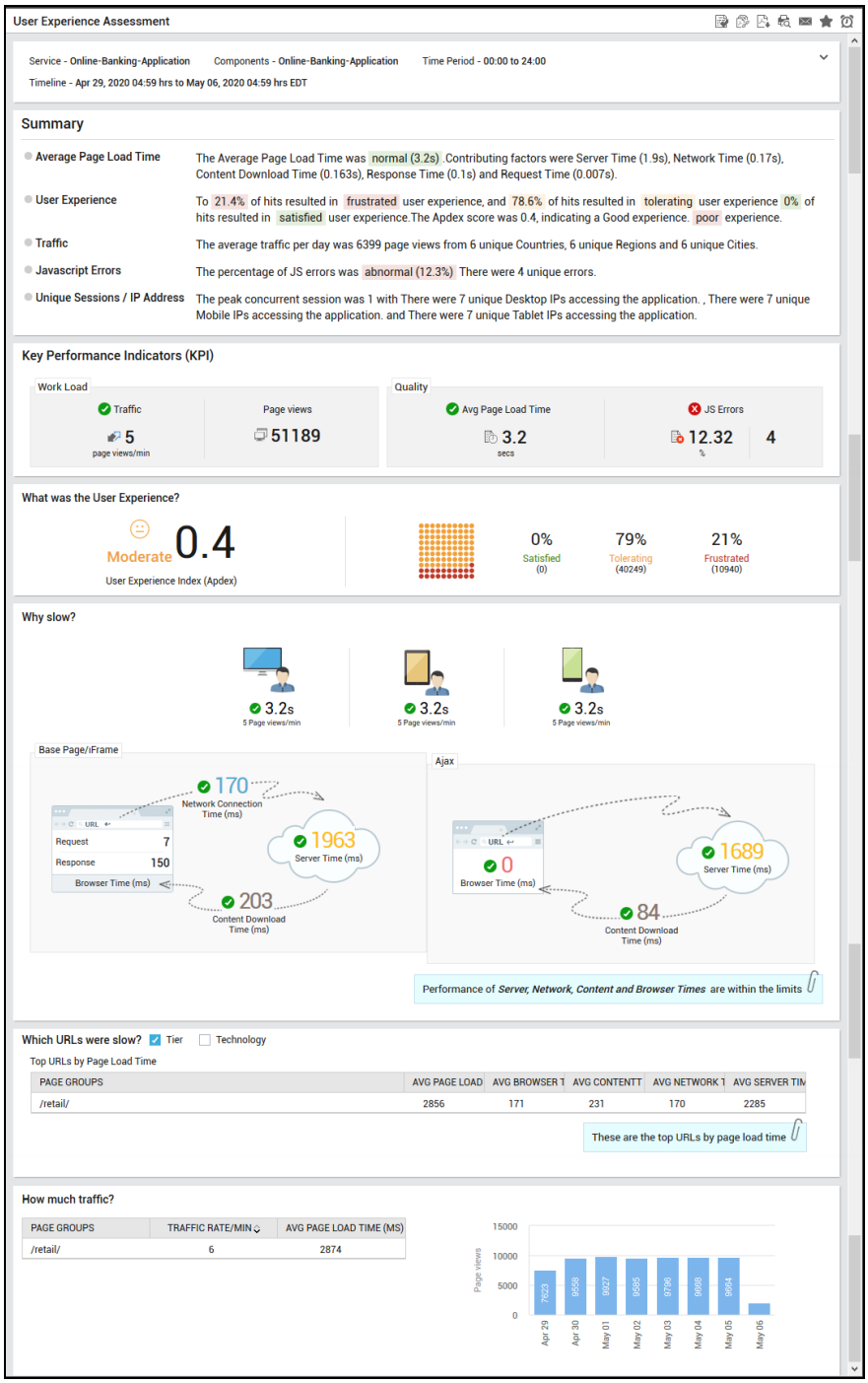


Figure 7.334: The generated User Experience Assessment report

15. The **Summary** section in Figure 7.334 helps administrators figure out the following:

- Whether/not the Avg Page Load Time was normal?
- What is the user experience on the web site/web application. What is the percentage of satisfied, tolerating and frustrated users accessing the web site/web application?
- How many page views are recorded per day for the target web site/web application? What is the split up of the page views based on geography?
- How many JavaScript errors were encountered by the users?
- How many unique user sessions/IP addresses were involved in accessing the target web site/web application?

16. The **Key Performance Indicators (KPI)** section provides an at a glance views on the number of page views and the page views/min traffic rate. The average page load time and the number of javascript errors are also reported in this section.
17. The **What was the User Experience?** section reveals the overall user experience to the web site/web application. A heat map chart plotted in this section reveals the percentage of satisfied, tolerating and frustrated users.
18. The **Why slow?** section will help administrators figure out the user experience on each device (mobile/desktop/tablet). In the process, administrators can figure out the device that suffered the most. Also administrators are alerted to where exactly the user experience has suffered - whether is over the network connection? or server connection? or browser time? or content download time? A recommendation is also provided in this section which helps administrators identify the exact problem.
19. By default, the **Tier** check box is selection against the **Which URLs were slow?** section. The top URLs that were slow in terms of page load time are displayed in this section. If the **Technology** check box is chosen against this section, then Figure 7.335 will appear.

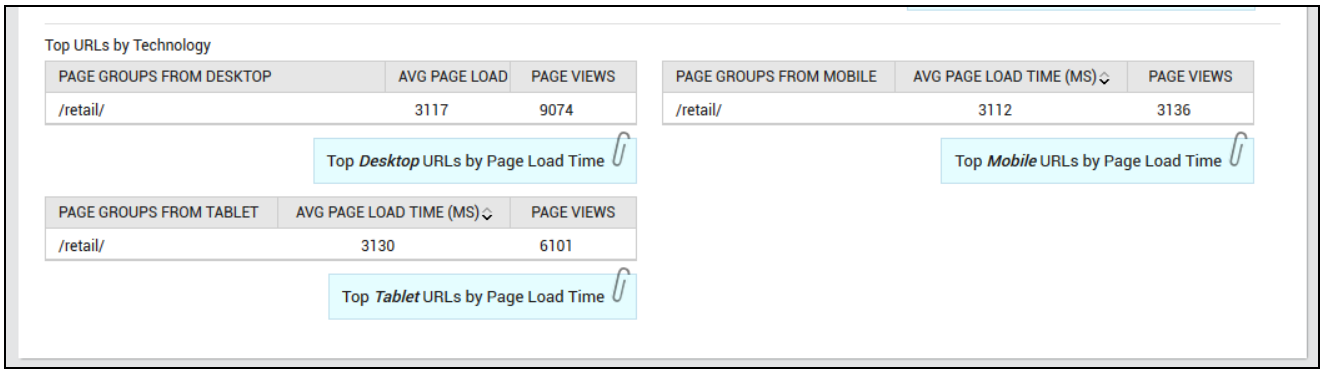


Figure 7.335: The Top URLs by Technology

Using Figure 7.335, administrators can figure out the URLs that were slow to load when the web site/web application was accessed from different devices (desktop/mobile/tablet).

20. The **How much of Traffic?** section reveals a bar graph for the chosen time period using which administrators can determine the page views on each day. The day on which the page views peaked can be easily determined from this bar graph.

7.3.8.2 Real User Monitoring - Service Level Report

In real time environments, administrators may be interested in understanding where exactly his/her web site/web application performance is heading on a day-to-day basis. The administrators may also want to figure out if the performance of his/her web site/web application is consistent across all days or is there a sudden dip/surge in the performance. To cater to the needs of such administrators, eG Enterprise Suite provides an exclusive **Service Level** report that helps them generate the overall performance report on a daily/weekly/monthly basis.

To generate a **Service Level** report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Service Level*.
3. Figure 7.336 will then appear.

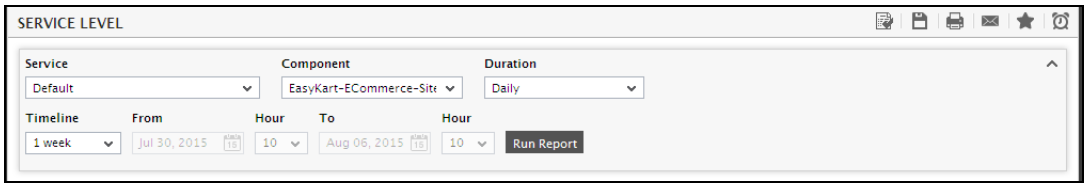


Figure 7.336: Generating a Service Level Report

4. Select the service for which the report is to be generated from the **Service** list box.
5. Select a **Component** that is associated with the chosen **Service** and for which you wish to generate the report.
6. If you wish to obtain day wise break up of the report, then select **Daily** option from the **Duration** List. If you wish to view a monthly report, then select **Monthly** from this list. By default, the **Daily** option is chosen from the **Duration** list.
7. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for

report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.337). The steps below discuss each of these settings and how they can be customized.

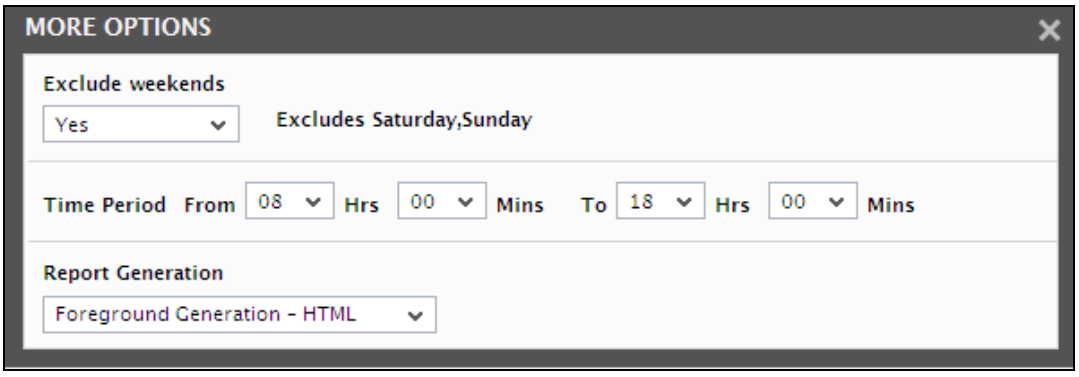


Figure 7.337: The default settings for generating a Service Level report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the [RUM_REPOTRS] section of the file, the EXCLUDE_WEEKEND parameter is set to **Saturday,Sunday** by default. You can modify this by setting the EXCLUDE_WEEKEND parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

10. Next, specify the start time and end time for report generation against the **Time period** field.
11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button to generate the report. Figure 7.338 will then appear.

Service Level

Measures	30/07	31/07	01/08	02/08	03/08	04/08	05/
Page Views	4200	14356	14400	14400	14400	14333	14:
Average Page Load Time (ms)	13357	13360	13357	13357	13357	13358	13:
Apdex	0.36	0.36	0.36	0.36	0.36	0.36	0.
% Satisfied	17	17	17	17	17	17	1
% Tolerating	37	37	37	37	37	37	3
% Frustrated	45	45	45	45	45	45	4

Figure 7.338: The Service Level Report generated when Daily option is chosen from the Duration list

13. If the **Daily** option is chosen from the **Duration** list, then the report will provide you with a service level overview showing key metrics of your interest. For example, if you are generating the report on 30th July 2015 at 10.00 hours, then the report will be generated from 10.00 hours of 30th July 2015 to 10.00 hours of 6th August 2015.

14. If you wish to view a pictorial representation of any measures that are displayed in Figure 12.3, then you can do so by clicking the measure of your choice. 7.3.8.2 will then appear displaying a bar graph for the corresponding measure for the chosen timeline.

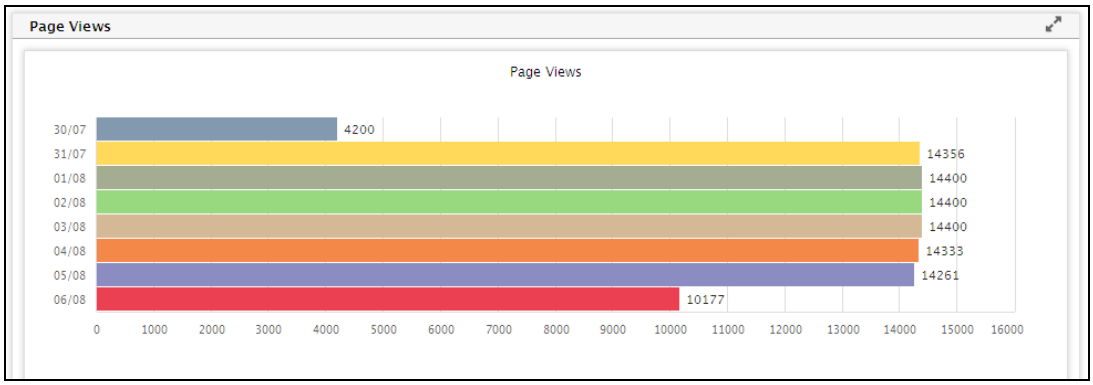


Figure 7.339: The bar graph that appears upon clicking a measure from the Service Level report

15. If the **Monthly** option is chosen from the **Duration** list, then a monthwise report will be generated which helps administrators to analyze the overall performance of the web site/web application during that period of time and figure out the user experience to the web site/web application during that chosen month.

Service Level

Measures	07	08
Page Views	331683	77794
Average Page Load Time (ms)	13360	13359
Apdex	0.36	0.36
% Satisfied	17	17
% Tolerating	37	37
% Frustrated	45	45

Figure 7.340: The Service Level Report generated when Monthly option is chosen from the Duration list

7.3.8.3 Real User Monitoring - KPI Overview Report

For an administrator of a web site/web application, it is of utmost importance for him/her to quickly compare/historically analyze the past performance trends of the target web site/web application. The KPI Overview report offered by the eG Enterprise Suite helps in such comparison/analysis. By generating this report, you can figure out the answers to the following questions:

- Is the performance of the web site/web application consistent?
- Has the performance of the web site/web application improved/degraded today when compared to yesterday's performance?
- If performance degradation is noticed, is it consistent or sporadic?

By quickly comparing the past performance of the web site/web application, administrators can determine the user experience in the past 7 days and identify any abnormal inconsistencies in the behavior of the web site/web application.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> KPI Overview.*
3. From Figure 7.341, select the service from the **Service** list box for which the report is to be generated.
4. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

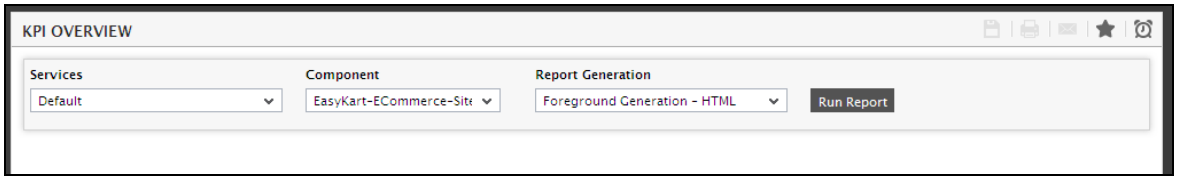


Figure 7.341: Generating the KPI Overview report

5. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the

Background Save - PDF option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

6. Finally, click the **Run Report** button to generate the report.

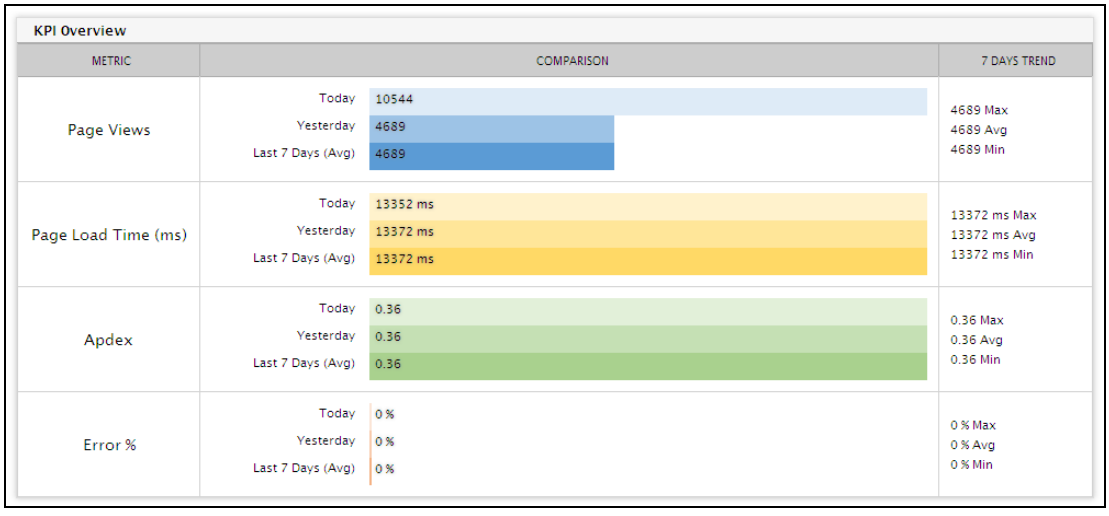


Figure 7.342: The KPI Overview report

7. The report in Figure 7.342 provides you with a table listing the key metrics and against each metric, a series of bar graphs show the current value of the target web site/web application, the trend that existed the previous day and the average value of the measure in the last 7 days. A **7**

DAYS TREND column helps administrators view the maximum value, minimum value and the average value of each metric with respect to the target web site/web application. By analyzing these values administrators can perform a comparative analysis of the overall user experience and the performance of the web site/web application.

7.3.8.4 Real User Monitoring - Page Groups Report

Whenever administrators figure out a sudden slowdown in the response of a web site/web application, he/she needs to analyze whether the page groups are consistently slow or is the slowdown sporadic with a sudden increase in page views over a period of time. The **Page Groups Performance** report helps administrators to generate a report using which administrators can analyze the past performance trends of the page groups by deducing the answers to the following questions:

- Which are the page groups that are contributing to the slowdowns?
- Are the page groups consistently slow or is it during a particular timeperiod alone?
- How many page groups are affected due to high frontend time, network time and backend time?
- Is the performance of the page groups affected due to an increasing page views trend?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Page Groups Performance*.
3. 7.3.8.4 will then appear. From 7.3.8.4, select the service from the **Service** list box for which the report is to be generated.
4. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

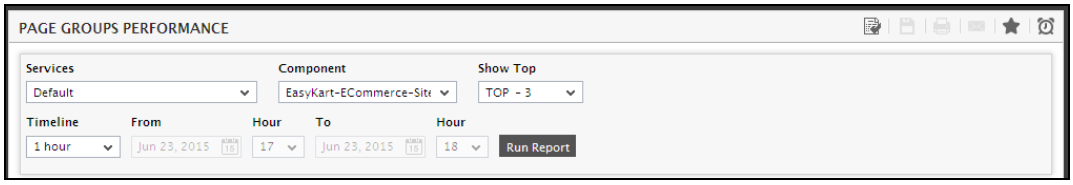


Figure 7.343: Generating the Page Group Performance report

5. By default, the report provides the details of only the **Top-3** page groups in the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.

6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.344). The steps below discuss each of these settings and how they can be customized.

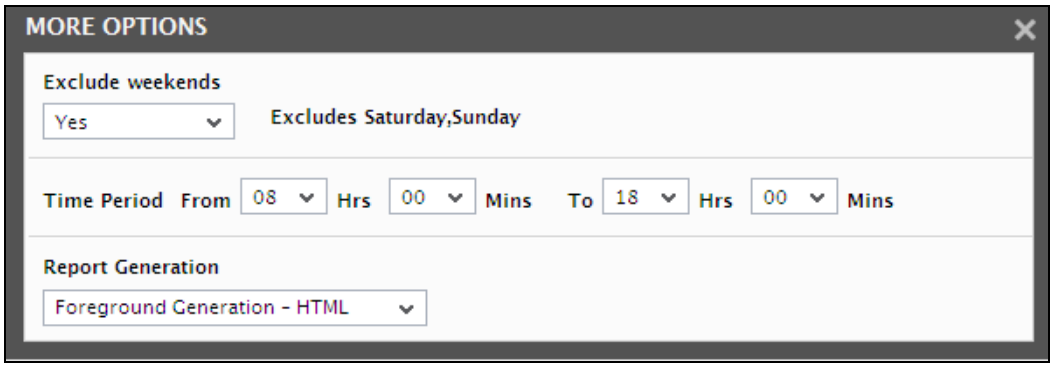


Figure 7.344: The default settings for generating a System Capacity Analysis report by service

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[RUM_PGP_REPORT]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

9. Next, specify the start time and end time for report generation against the **Time period** field.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_

DIR]\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.

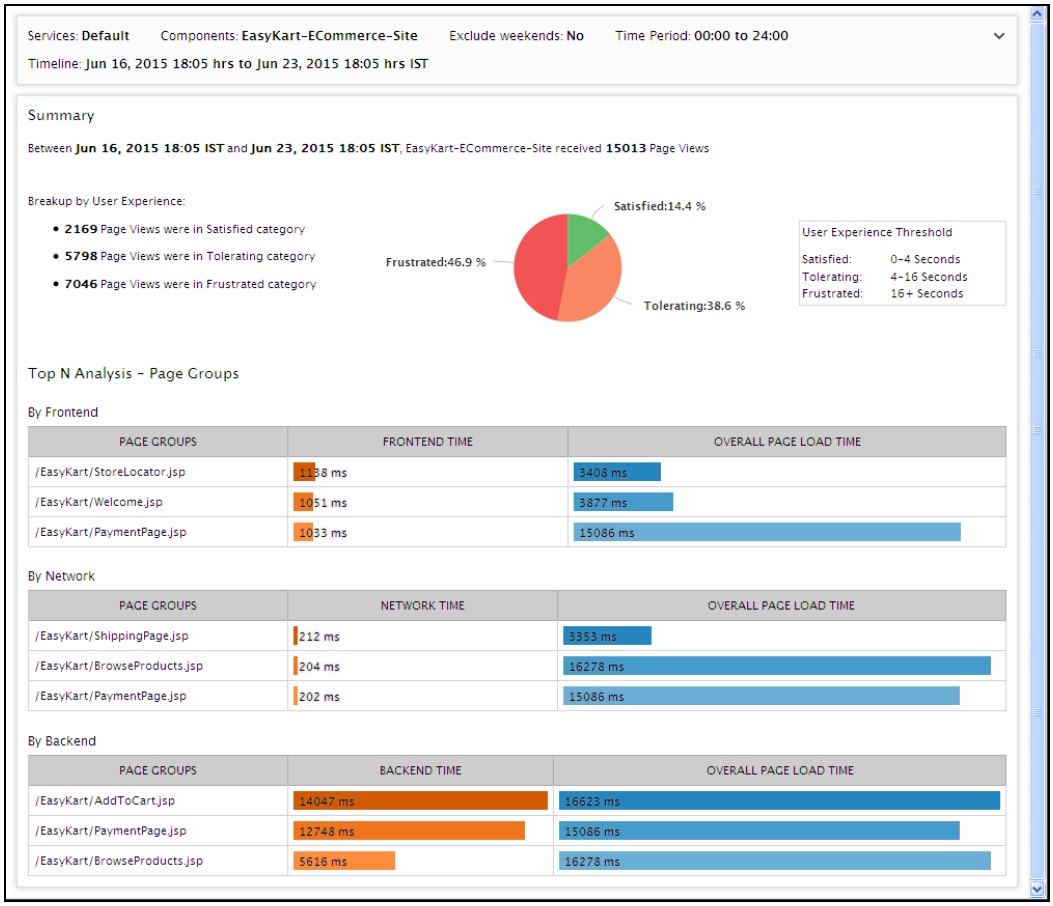


Figure 7.345: The Page Groups Performance report

12. The report in Figure 7.345 is generated for analyzing the critical page groups of an e-commerce web site. This report is divided into the following sections:

- A **Summary** section that reveals the total number of page views to the web site/web application during the chosen time period. This section helps the administrators to view the overall user experience by reporting a breakup of page views of the users who are satisfied, tolerating and frustrated. Besides this information, a pie chart showing the distribution of the user experience can visually help administrators identify the percentage of users who are in the satisfied category, tolerating category and the frustrated category.
- A **Top N Analysis – Page Groups** section reveals the critical page groups that are suffering from high frontend time, network time and backend time. By analyzing the generated report, administrators may be able to correlate the overall page load time with the frontend time/network time/backend time for the critical page groups and figure out the exact problematic area. For example, by viewing the above report, administrators can figure out that the backend time of the **AddToCart.jsp** is high i.e., the backend time contributes to the most of the page load time causing inconvenience to the users when they are trying to add products to the shopping cart. This way, administrators can figure out the top critical page groups that are suffering from high frontend/network/backend time and are contributing to the poor user experience. Using this report administrators can fine tune the page groups before end users start complaining about the inaccessibility/slow accessibility of the page group.

7.3.8.5 Geography Reports

To historically analyze the performance of the web site/web application based on different geographic locations, you can use the following reports categorized under the Geo Reports:

- Region
- Country and
- City

Apart from the above mentioned reports, eG Reporter also provides you with a **Summary** report. This report helps administrators historically analyze the past performance trends of the Top N geographic locations where rapid deterioration in the user experience while accessing the web site/web application was detected. Let us now discuss each of the report in detail in the following sections.

7.3.8.5.1 Geography - Overview Report

One of the main reasons for any business to thrive in this competitive world is to have an efficient web site/web application. These businesses often receive several thousands of hits per second on their site. If the web sites/web applications hosted by such businesses suffer an outage in any part of

the world for a few minutes, then their business in that particular geographic location may be affected with a loss in customers which eventually would lead to a drop in their revenue. Administrators of such business web sites/web applications are therefore required to historically analyze the page views to their site/application, deduce the geographic locations that are contributing to the traffic flow over a period of time and identify the geographic locations that are slow in loading the web site/web application. The **Summary** report offered by the eG Enterprise Suite helps such administrators to generate a report that provides all the required information. Using this report, administrators shall identify the page hits, distinct locations i.e., countries, cities, and regions from which the web site/web application was hit, the locations from which the web site/web application took too long to load and the distribution of load across the locations during the chosen timeperiod. By analyzing the report, administrators can identify the real cause behind the slowdown of the web site/web application in the geographic locations and rectify the same before end users from those locations start complaining about the inaccessibility of the web site/web application.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Geo -> Summary*.
3. When Figure 7.346 appears, select the service from the **Service** list box for which the report is to be generated.
4. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

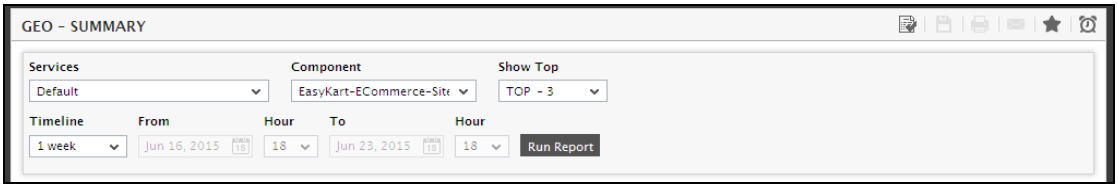


Figure 7.346: Generating the Summary report

5. By default, the report provides the details of only the **Top-10** geographic location from which the users have accessed the target web site/web application i.e., the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
6. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.

7. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
8. From the **Region** list, you can choose the region for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
9. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.347). The steps below discuss each of these settings and how they can be customized.

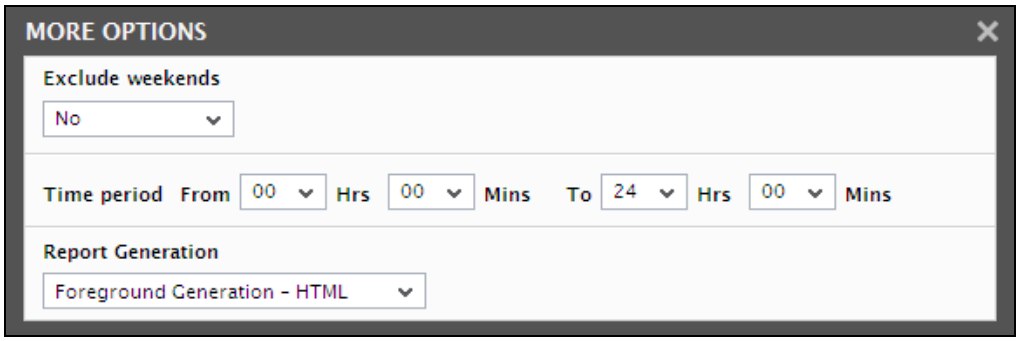


Figure 7.347: The default settings for generating a Summary report

11. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

12. Next, specify the start time and end time for report generation against the **Time period** field.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_ PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button to generate the report.

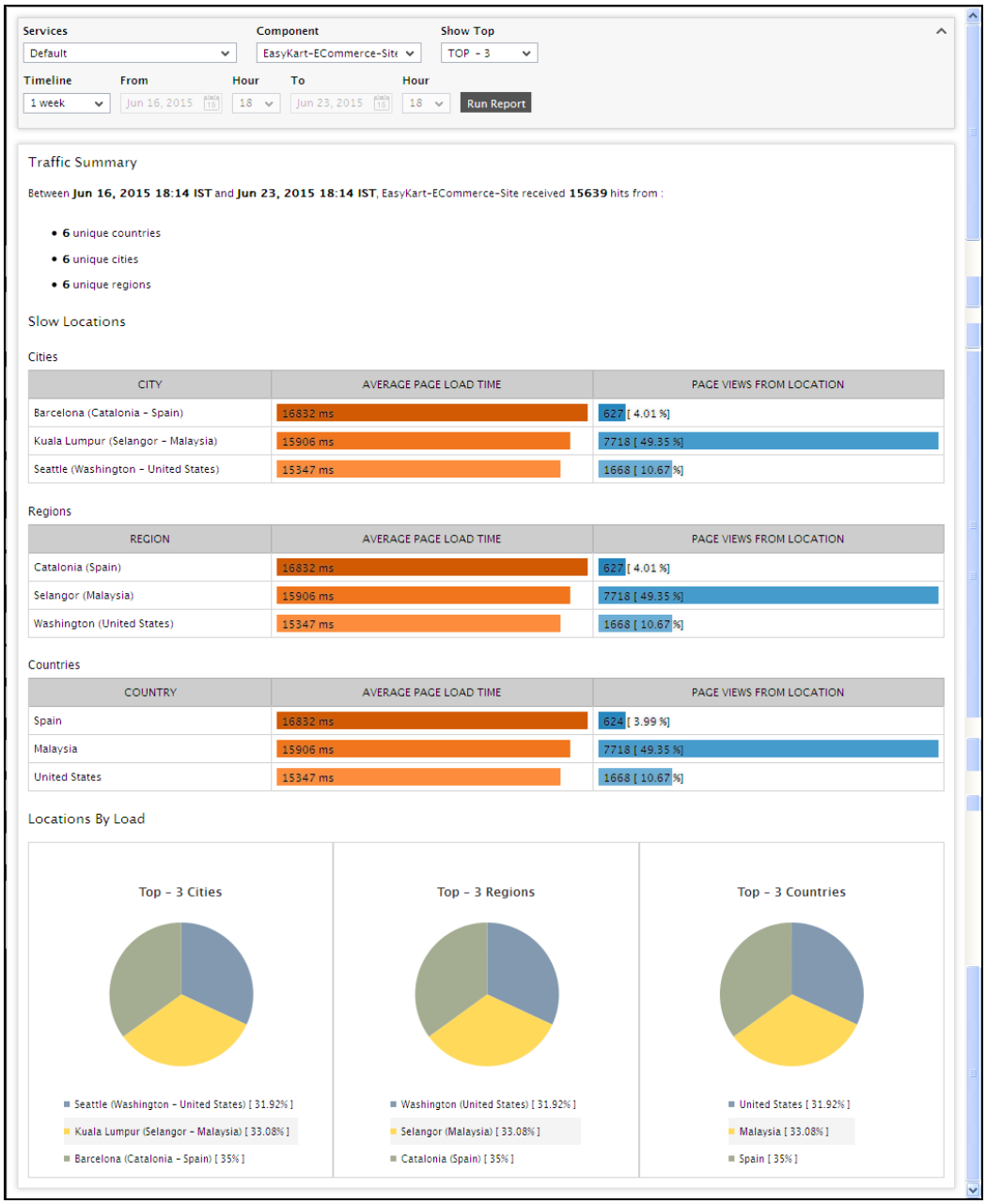


Figure 7.348: The Summary report

15. The generated report in Figure 7.348 is divided into three distinct sections as explained below:
16. The **Traffic Summary** section helps you to identify the total number of times the target web site/web application has been hit between the chosen time period. In addition, administrators may also be fed with the numerical statistics of the unique locations i.e., the cities, regions and countries that have contributed to the hits of the target web site/web application.

17. The **Slow Locations** section helps you to figure out the **Top N** (based on the selection made from the **Show Top** list while generating the report) locations from which the target web site/web application took a long time to load on the browsers of the users. The top countries/cities/regions that were affected with high Average page load time and the Page views are represented as a bar graph using which administrators can figure out if the country/city/region is actually suffering from high average page load time. If both the Average page load time and the Page Views from location are high, then it indicates that the business in that particular location is suffering. By simply viewing the report in Figure 7.347, administrators can infer that the user experience of Kuala Lumpur/Selangor/Malaysia is suffering. Administrators are therefore required to take necessary steps to rectify the issue before the business of the web site/web application is impacted.
18. The **Locations by Load** section provides you with a pie chart which graphically represents the distribution of Top 3 geographic locations i.e., the cities, countries and the regions where the average page load time was high.

7.3.8.5.2 Geography - Cities Report

Often administrators may want to historically analyze the user experience of a particular web site/web application based on different cities so that they can deduce the popularity of the web site/web application in a city, identify the discrepancies (if any) in the experience of the users across the cities, and if discrepancies are found, which cities are suffering the most? The **Cities** report helps administrators analyze the user experience across cities and helps them in providing uniform user experience to the users from all the cities.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Geo -> Cities*.
3. When Figure 7.349 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

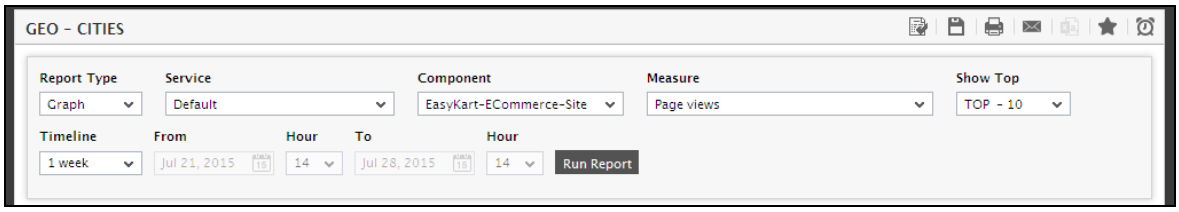


Figure 7.349: Generating the Cities report

6. By default, the report provides the details of only the **Top-10** cities from which the users are accessing the chosen **Component** i.e., the web site/web application. You can choose a different top-n option from the **Show Top** list, if need be.
7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
9. From the **City** list, you can choose the city for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.350). The steps below discuss each of these settings and how they can be customized.

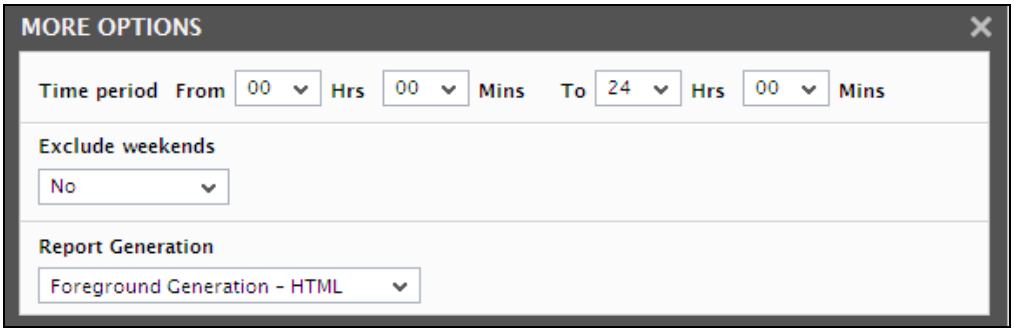


Figure 7.350: The default settings for generating the Cities report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the [RUM_REPOTRS] section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from

the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

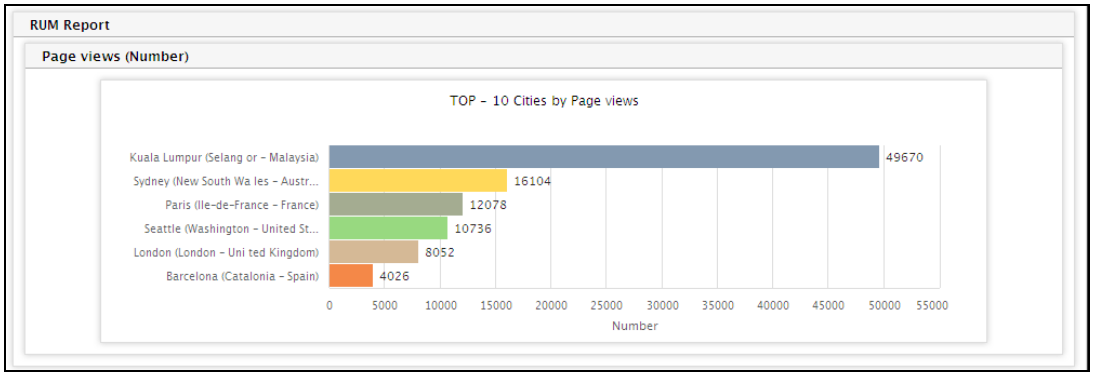
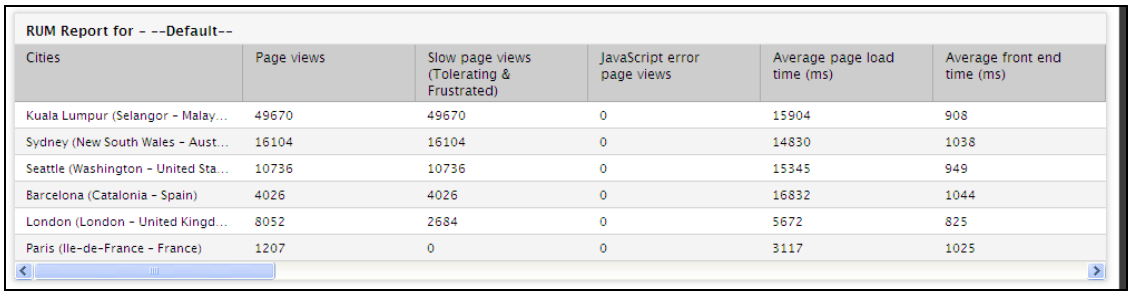


Figure 7.351: The Cities report generated when the Graph option is chosen as the Report Type

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Page Views*, then the graph will be generated as shown in Figure 7.351. The graph clearly points the administrator to the city from which maximum number of users have viewed the pages of the target web site/web application. By clearly viewing the graph, administrators can identify the city from which maximum number of users is currently accessing the target web site/web application.



RUM Report for - --Default--

Cities	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average page load time (ms)	Average front end time (ms)
Kuala Lumpur (Selangor - Malay...	49670	49670	0	15904	908
Sydney (New South Wales - Aust...	16104	16104	0	14830	1038
Seattle (Washington - United Sta...	10736	10736	0	15345	949
Barcelona (Catalonia - Spain)	4026	4026	0	16832	1044
London (London - United Kingd...	8052	2684	0	5672	825
Paris (Ile-de-France - France)	1207	0	0	3117	1025

Figure 7.352: The Cities report generated when Data option is chosen as the Report Type

17. If the **Report Type** is **Data**, then upon choosing the *Page Views* from the **Based on Measure** list and *ALL* from the **City** list, then the tabular report (see Figure 7.352) that is generated will be sorted in descending order based on the *Page views* which clearly indicates the cities from which the maximum/minimum number of users have accessed the target the web site/web application.

7.3.8.5.3 Geography - Regions Report

When users from different geographic regions start complaining of slow response time or a slow load time of the pages of the target web site/web application, administrators may often find it difficult to figure out if this issue is sporadic in that particular region or is the problem persistent over a period of time. The Regions report offered by the eG Enterprise Suite helps administrators to historically analyze the user experience across the regions and figure out answers to the following questions:

- How many regions are consistently experiencing slowdowns?
- Are the regions experiencing slowdowns due to voluminous traffic to the target web site/web application?
- Which regions suffer the most in terms of poor user experience?

By generating this report, administrators can figure out the troublesome regions, fine tune the web site/web application to handle the traffic of those regions thus ensuring a better user experience across all the regions.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Geo -> Regions*.
3. When Figure 7.353 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.

4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

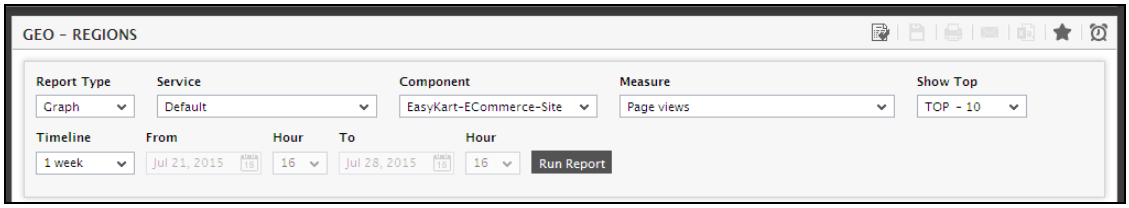


Figure 7.353: Generating the Regions report

6. By default, the report provides the details of only the **Top-10** regions that are associated with the target web site/web application i.e., the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
9. From the **Region** list, you can choose the region for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is

allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.8.5.3). The steps below discuss each of these settings and how they can be customized.

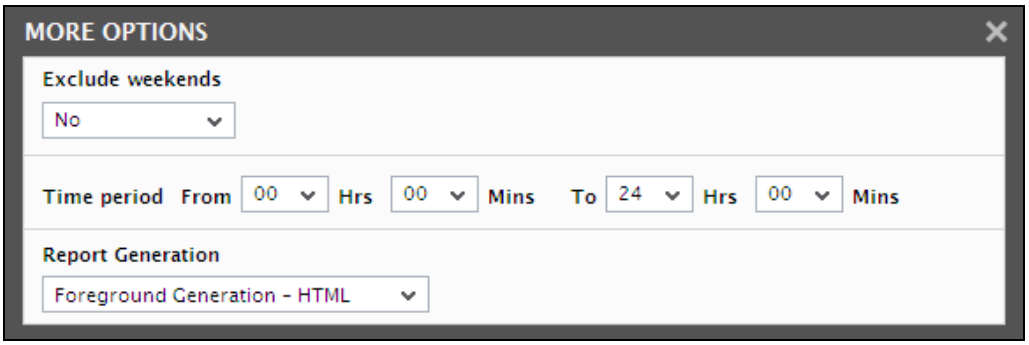


Figure 7.354: The default settings for generating a Regions report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[RUM_REPORTS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.
14. In large environments, reports generated using months of data can take a long time to complete.

Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

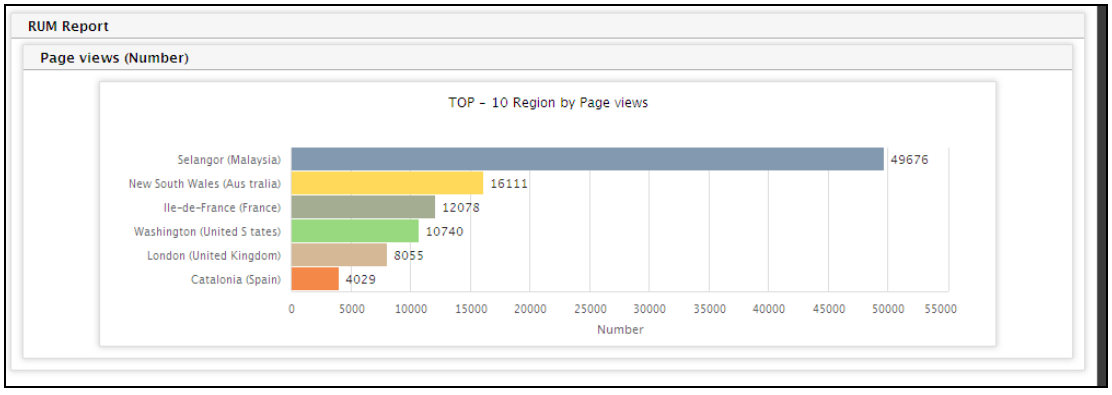
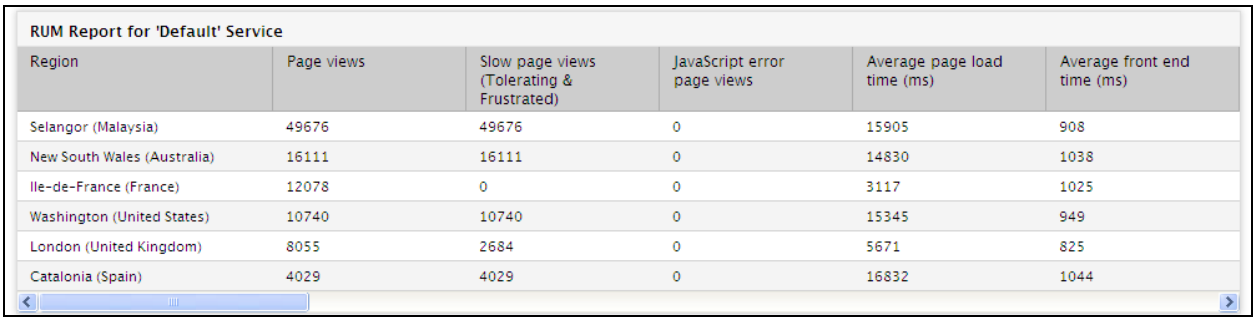


Figure 7.355: The Regions report generated when the Graph option is chosen from the Report Type list

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Page Views*, then the graph will be

generated as shown in Figure 7.355. The graph clearly points the administrator to the region from which maximum/minimum number of users have viewed the pages of the target web site/web application. By clearly viewing the graph, administrators can identify the region that had minimum page views for the target web site/web application.



RUM Report for 'Default' Service

Region	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average page load time (ms)	Average front end time (ms)
Selangor (Malaysia)	49676	49676	0	15905	908
New South Wales (Australia)	16111	16111	0	14830	1038
Ile-de-France (France)	12078	0	0	3117	1025
Washington (United States)	10740	10740	0	15345	949
London (United Kingdom)	8055	2684	0	5671	825
Catalonia (Spain)	4029	4029	0	16832	1044

Figure 7.356: The Regions report generated when the Data option is chosen from the Report Type list

17. If the **Report Type** is **Data**, then upon choosing the *Page Views* from the **Based on Measure** list and *All* from the **Region** list, then the tabular report (see Figure 7.356) that is generated will be sorted in descending order based on the Page views which clearly indicates the regions from which the maximum/minimum number of users have accessed the target the web site/web application.

7.3.8.5.4 Geography - Countries Report

Often administrators may want to historically analyze how well the users of each country are viewing the target web site /web application, analyze the popularity of the web site/web application among those users over a period of time and deduce the country from which a large number of users are viewing the web site/web application. When the users of a country start complaining of slow response time or a slow load time of the target web site/web application, administrators may find it difficult to figure out if this issue is sporadic in that particular country or if the users of that particular country are suffering continuously. The Countries report offered by the eG Enterprise Suite helps administrators to historically analyze the user experience across the countries and figure out answers to the following questions:

- How many countries are consistently experiencing slowdowns?
- Are the countries experiencing slowdowns due to voluminous traffic to the target web site/web application?
- Which countries suffer the most in terms of poor user experience?

By generating this report, administrators can compare the user experience of the countries over a period of time, figure out the countries where the user experience is poor, fine tune the performance of the web site/web application to ensure better user experience across all countries.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Geo -> Countries*.
3. When 7.3.8.5.4 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

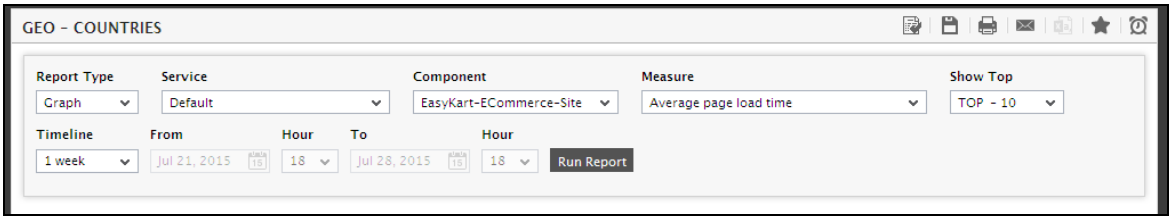


Figure 7.357: Generating the Countries report

6. By default, the report provides the details of only the **Top-10** countries whose user experience will be analyzed for the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
9. From the **Country** list, you can choose the country for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for

report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.358). The steps below discuss each of these settings and how they can be customized.

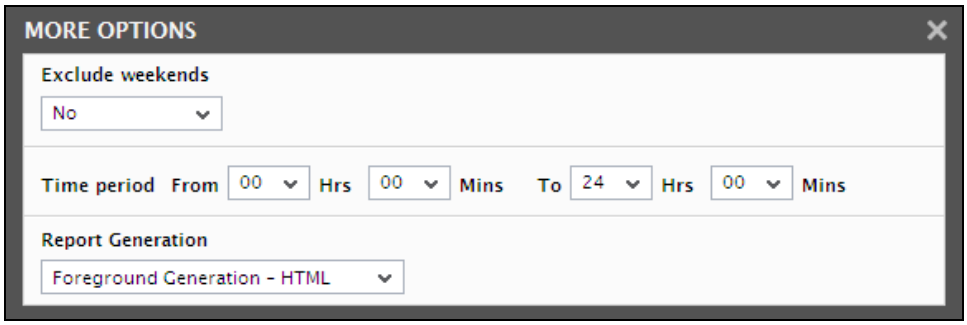


Figure 7.358: The default settings for generating a Countries report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.
14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

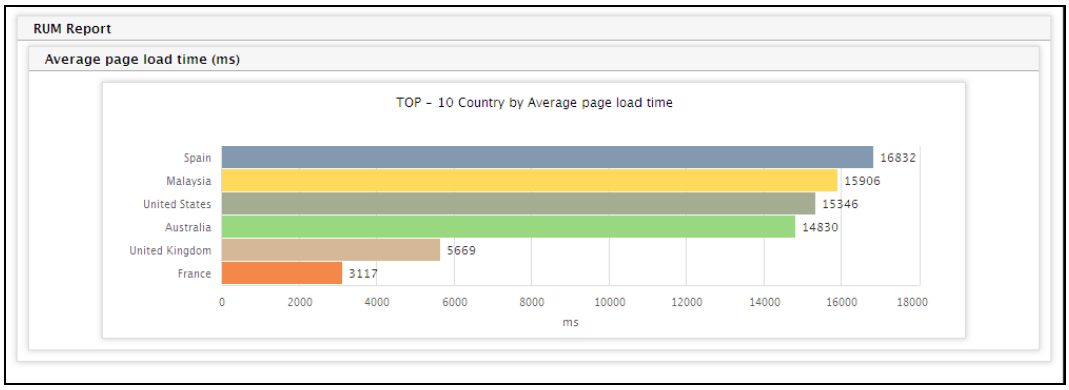


Figure 7.359: The Countries report generated when the Graph option is chosen from the Report Type

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Average page load time*, then the graph will be generated as shown in Figure 7.359. The graph clearly points the administrator to the country from which users faced difficulty in loading the pages of the target web site/web application. By clearly viewing the graph, administrators can identify the country with a poor user experience and work towards rectifying the problem before users get frustrated with the service of the web site/web application.

RUM Report for 'Default' Service

Country	Average page load time (ms)	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average front end time (ms)
Spain	16832	4032	4032	0	1044
Malaysia	15905	49675	49675	0	908
United States	15346	10740	10740	0	949
Australia	14829	16113	16113	0	1038
United Kingdom	5669	8055	2682	0	825
France	3117	12069	0	0	1025

Figure 7.360: The Countries report generated when Data option is chosen from the Report Type

17. If the **Report Type** is **Data**, then upon choosing the *Average page load time* from the **Based on Measure** list and *All* from the **Country** list, will generate the tabular report (see Figure 7.360) that is sorted in descending order of Average page load time using which administrators can clearly identify the country from which users gave experienced trouble while accessing the target web site/web application.

7.3.8.6 Technology Reports

With the day by day advancement of technology, users are free to access the web site/web application of their choice from a range of browsers from IE to Android OS and from any device ranging from iPhones to iPads to Android tablets. Since the technology driving these browsers and devices varies with one another, it is likely that the user experience to a web site/web application too

may vary depending on the browser/device used. In order to analyze the user experience over a wide range of browsers and devices, eG Enterprise Suite offers the **Technology** reports. The **Technology** reports provides administrators with better insights into the user experience based on the browsers/devices used to access the web site/web application over a period of time. The **Technology** reports are classified based on two categories namely:

- Browsers and
- Devices.

Browsers Report

The **Browsers** report helps administrators to historically analyze the user experience on the web site/web application when a particular browser is used. Using this report, administrators can figure out the browsers that are extremely slow/fast in accessing the web site/web application, the browsers that are error-prone, the browsers that are used most often by the users (this can be identified by the number of page views of a web site/web application) etc. If the performance of one/more browsers is continuously poor, then administrators may need to analyze the real cause behind such poor show – is it due to the incompatible APIs that are taking too much of the frontend time? or is the DOM processing time and DOM rendering time impacting the browsers leading to a high network time? or is the web page being accessed is rendered slow from the backend server? Using this report, administrators can identify the past performance trends of the browsers, figure out the incompatible browsers and proactively warn users against using those browsers or ensure compatibility of the web site/web application across all browsers.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Technology -> Browsers*.
3. When 7.3.8.6 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

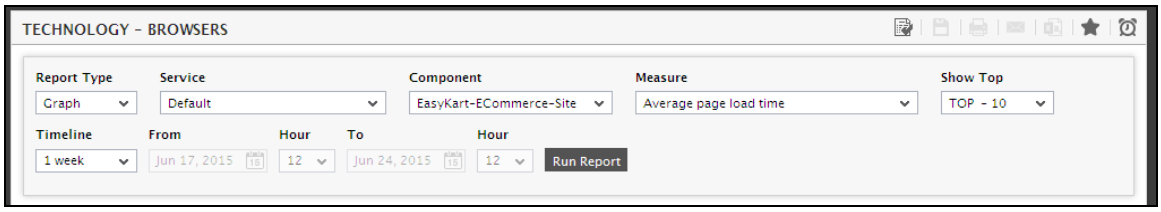


Figure 7.361: Generating the Browsers report

6. By default, the report provides the details of only the **Top-10** browsers using which the chosen **Component** i.e., the web site/web application is viewed. You can choose either ALL or a different top-n option from the **Show Top** list, if need be.

7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure based on which the report will be generated.

8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the values of the chosen measure.

9. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then, from the **Browser** list, you can choose the browser for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.

10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.362). The steps below discuss each of these settings and how they can be customized.

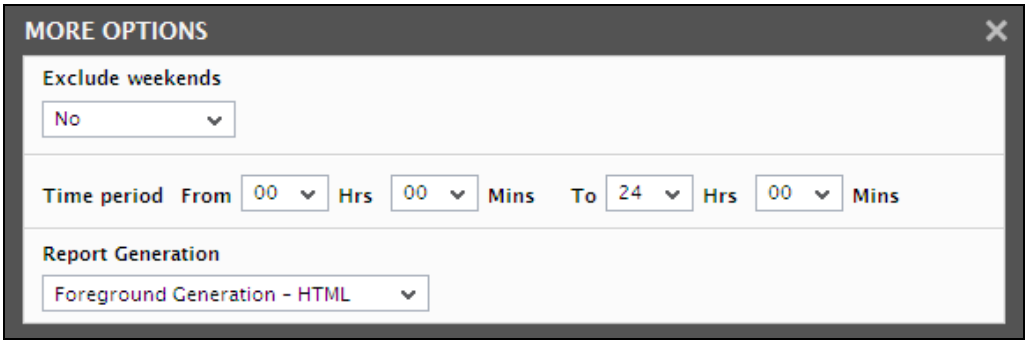


Figure 7.362: The default settings for generating a Browsers report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

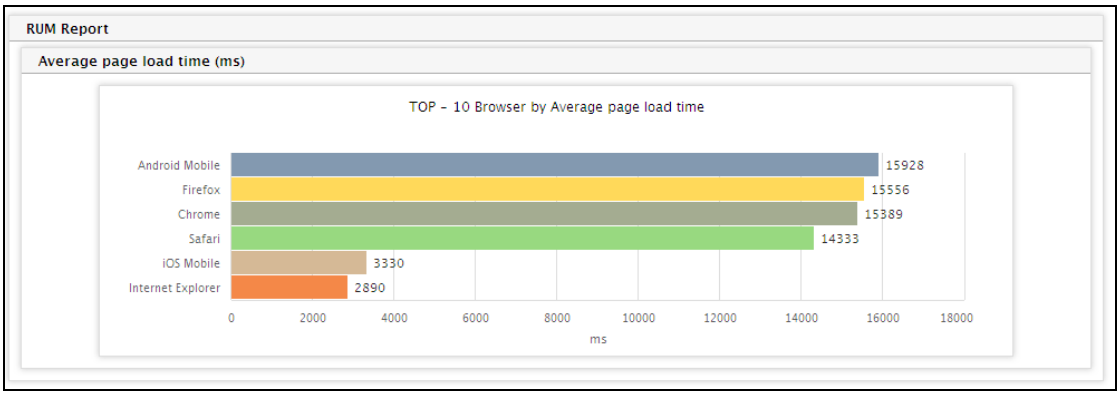
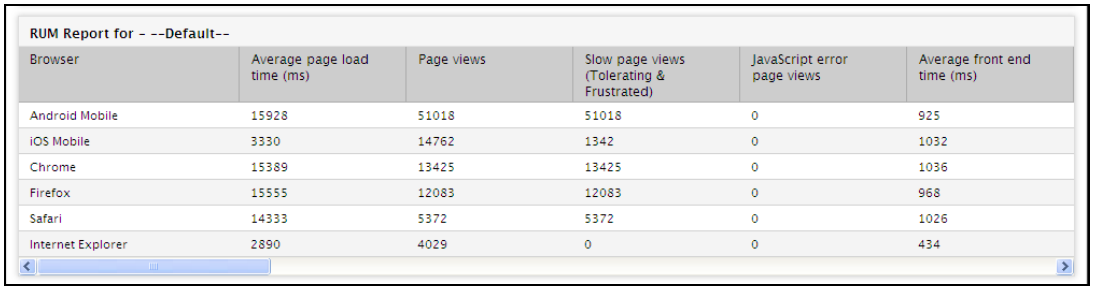


Figure 7.363: The Browsers report generated when the Report Type is chosen as Graph

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Average Page Load Time*, then the graph will be generated as shown in Figure 7.363. The graph clearly points the administrator to

the browser on which the web site/web application took too long to load. By clearly viewing the graph, administrators can identify at a single glance that the *Android browser* has encountered issues while accessing the web site/web application.



RUM Report for - --Default--

Browser	Average page load time (ms)	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average front end time (ms)
Android Mobile	15928	51018	51018	0	925
iOS Mobile	3330	14762	1342	0	1032
Chrome	15389	13425	13425	0	1036
Firefox	15555	12083	12083	0	968
Safari	14333	5372	5372	0	1026
Internet Explorer	2890	4029	0	0	434

Figure 7.364: The Browsers report generated when the Report Type is chosen as Data

17. If the **Report Type** is **Data**, then upon choosing the *Average Page Load Time* from the **Based on Measure** list and *ALL* from the **Browsers** list, then the tabular report (see 7.3.8.6) that is generated will be sorted in descending order based on the *Average page Load Time* which clearly indicates the browser that took too long to load the web site/web application.

Devices Report

The **Devices** report helps administrators to historically analyze the user experience with the web site/web application when using a particular device type. Using this report, administrators can figure out the device types that are extremely slow/fast in accessing the target web site/web application, the device types that are error-prone, the device types that are used most often by the users (this can be identified by the number of page views of a web site/web application) etc. By generating this report, administrators can identify the past performance trends of the web site/web application when different device types are used, figure out the incompatible device types and proactively warn users against using those device types or tweak the web site/web application accordingly thus allowing access from the device types that are incompatible.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Technology-> Devices*.
3. When Figure 7.365 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.

5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

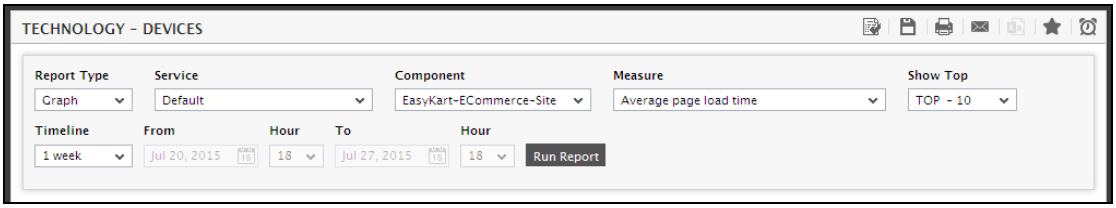


Figure 7.365: Generating the Devices report

6. By default, the report provides the details of only the **Top-10** device types using which the chosen **Component** i.e., the target web site/web application is accessed. You can choose either choose ALL or a different top-n option from the **Show Top** list, if need be.
7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
9. From the **Device** list, you can choose the device type for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference

between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.366). The steps below discuss each of these settings and how they can be customized.

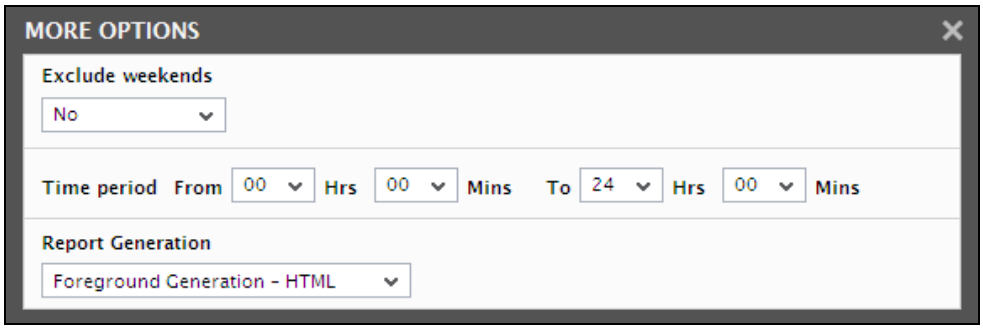


Figure 7.366: The default settings for generating a Devices report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.
14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

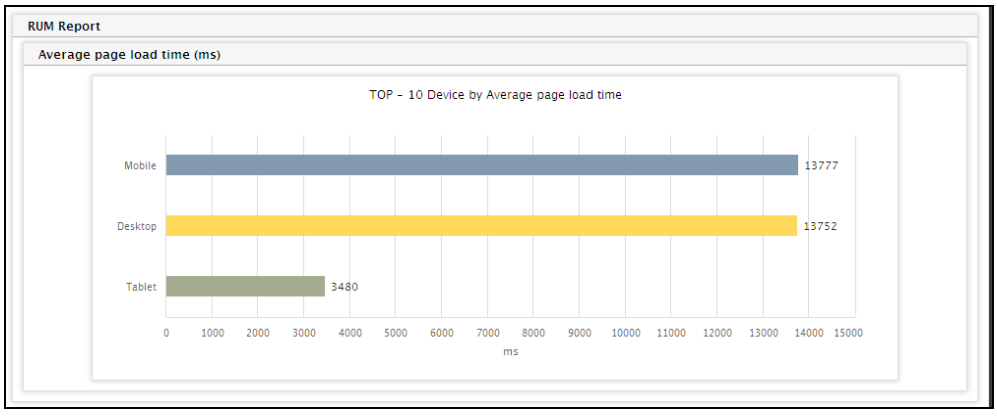
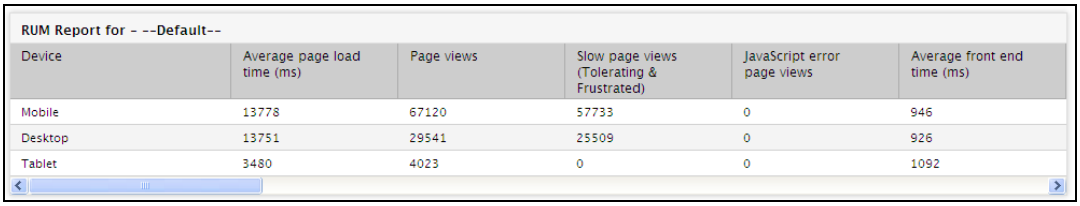


Figure 7.367: The Devices report generated when the Report Type is Graph

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Average Page Load Time*, then the graph will be generated as shown in 7.3.8.6. The graph clearly points the administrator to the

device type on which the web site/web application took too long to load. By clearly viewing the graph, administrators can identify at a single glance that the *Mobile* device has encountered issues while accessing the web site/web application.



RUM Report for - --Default--

Device	Average page load time (ms)	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average front end time (ms)
Mobile	13778	67120	57733	0	946
Desktop	13751	29541	25509	0	926
Tablet	3480	4023	0	0	1092

Figure 7.368: Generating a Devices report if the Report Type chosen is Data

17. If the **Report Type** is **Data**, then upon choosing the *Average Page Load Time* from the **Based on Measure** list and *ALL* from the **Devices** list, then the tabular report (see Figure 7.368) that is generated will be sorted in descending order based on the Average page Load Time which clearly indicates that the Mobile device took too long to load the web site/web application.

7.3.8.6.1 Technology - Browsers Report

The **Browsers** report helps administrators to historically analyze the user experience on the web site/web application when a particular browser is used. Using this report, administrators can figure out the browsers that are extremely slow/fast in accessing the web site/web application, the browsers that are error-prone, the browsers that are used most often by the users (this can be identified by the number of page views of a web site/web application) etc. If the performance of one/more browsers is continuously poor, then administrators may need to analyze the real cause behind such poor show – is it due to the incompatible APIs that are taking too much of the frontend time? or is the DOM processing time and DOM rendering time impacting the browsers leading to a high network time? or is the web page being accessed is rendered slow from the backend server? Using this report, administrators can identify the past performance trends of the browsers, figure out the incompatible browsers and proactively warn users against using those browsers or ensure compatibility of the web site/web application across all browsers.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Technology -> Browsers*.

3. When 7.3.8.6.1 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

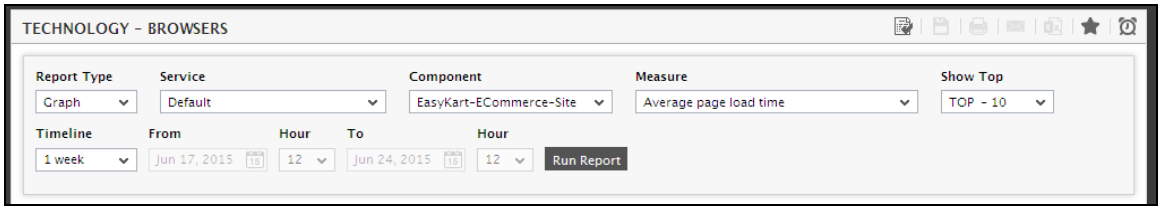


Figure 7.369: Generating the Browsers report

6. By default, the report provides the details of only the **Top-10** browsers using which the chosen **Component** i.e., the web site/web application is viewed. You can choose either ALL or a different top-n option from the **Show Top** list, if need be.
7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure based on which the report will be generated.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the values of the chosen measure.
9. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then, from the **Browser** list, you can choose the browser for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting

of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.370). The steps below discuss each of these settings and how they can be customized.

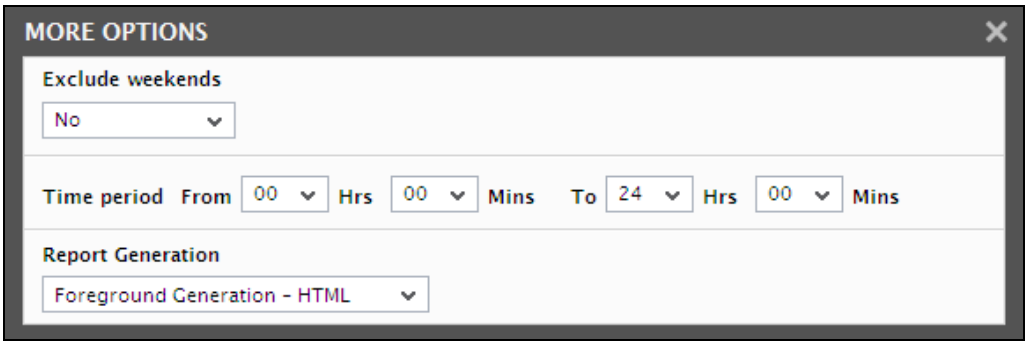


Figure 7.370: The default settings for generating a Browsers report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.

- In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.
14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

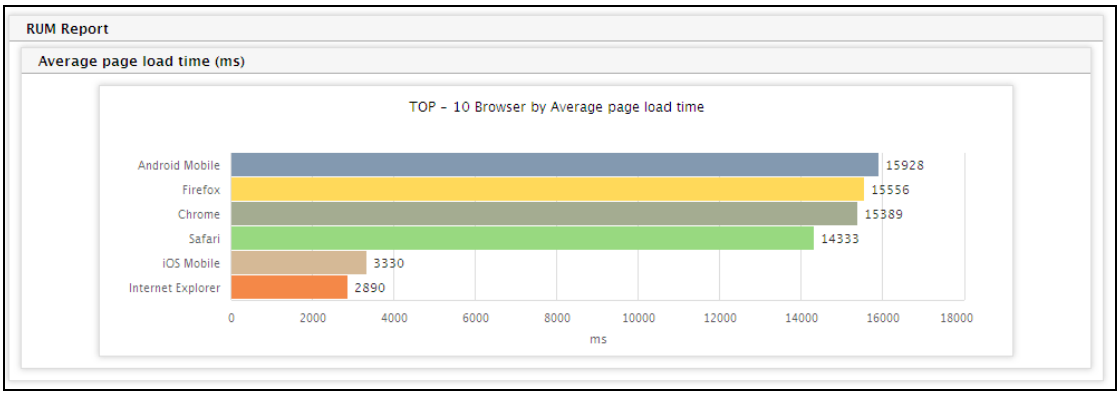


Figure 7.371: The Browsers report generated when the Report Type is chosen as Graph

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Average Page Load Time*, then the graph will be generated as shown in Figure 7.371. The graph clearly points the administrator to the browser on which the web site/web application took too long to load. By clearly viewing the graph, administrators can identify at a single glance that the *Android browser* has encountered issues while accessing the web site/web application.

RUM Report for - --Default--

Browser	Average page load time (ms)	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average front end time (ms)
Android Mobile	15928	51018	51018	0	925
iOS Mobile	3330	14762	1342	0	1032
Chrome	15389	13425	13425	0	1036
Firefox	15555	12083	12083	0	968
Safari	14333	5372	5372	0	1026
Internet Explorer	2890	4029	0	0	434

Figure 7.372: The Browsers report generated when the Report Type is chosen as Data

17. If the **Report Type** is **Data**, then upon choosing the *Average Page Load Time* from the **Based on Measure** list and *ALL* from the **Browsers** list, then the tabular report (see 7.3.8.6.1) that is generated will be sorted in descending order based on the *Average page Load Time* which clearly indicates the browser that took too long to load the web site/web application.

7.3.8.6.2 Technology - Devices Report

The **Devices** report helps administrators to historically analyze the user experience with the web site/web application when using a particular device type. Using this report, administrators can figure out the device types that are extremely slow/fast in accessing the target web site/web application, the device types that are error-prone, the device types that are used most often by the users (this can be identified by the number of page views of a web site/web application) etc. By generating this report, administrators can identify the past performance trends of the web site/web application when

different device types are used, figure out the incompatible device types and proactively warn users against using those device types or tweak the web site/web application accordingly thus allowing access from the device types that are incompatible.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Technology-> Devices*.
3. When Figure 7.373 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

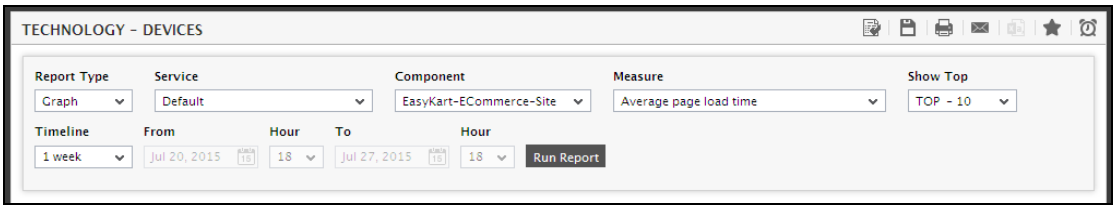


Figure 7.373: Generating the Devices report

6. By default, the report provides the details of only the **Top-10** device types using which the chosen **Component** i.e., the target web site/web application is accessed. You can choose either choose ALL or a different top-n option from the **Show Top** list, if need be.
7. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
9. From the **Device** list, you can choose the device type for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for

report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.374). The steps below discuss each of these settings and how they can be customized.

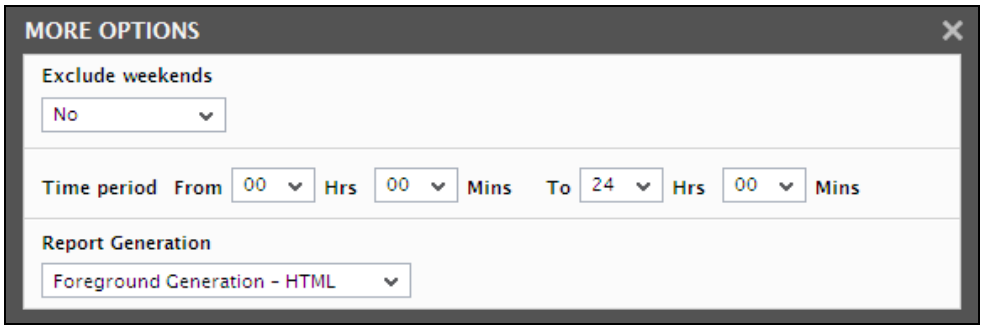


Figure 7.374: The default settings for generating a Devices report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.
14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

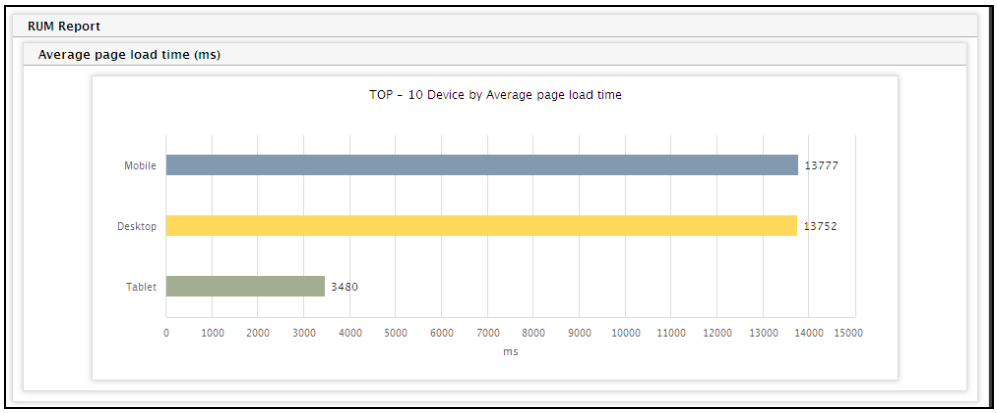


Figure 7.375: The Devices report generated when the Report Type is Graph

16. If the **Report Type** is **Graph** and the chosen **Measure** is *Average Page Load Time*, then the graph will be generated as shown in 7.3.8.6.2. The graph clearly points the administrator to the device type on which the web site/web application took too long to load. By clearly viewing the graph, administrators can identify at a single glance that the *Mobile* device has encountered issues while accessing the web site/web application.

RUM Report for - --Default--

Device	Average page load time (ms)	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average front end time (ms)
Mobile	13778	67120	57733	0	946
Desktop	13751	29541	25509	0	926
Tablet	3480	4023	0	0	1092

Figure 7.376: Generating a Devices report if the Report Type chosen is Data

17. If the **Report Type** is **Data**, then upon choosing the *Average Page Load Time* from the **Based on Measure** list and *ALL* from the **Devices** list, then the tabular report (see Figure 7.376) that is generated will be sorted in descending order based on the Average page Load Time which clearly indicates that the Mobile device took too long to load the web site/web application.

7.3.8.7 Page Requests Reports

The following reports are available under the **Page Requests** reports category:

- Page Type Report and
- Page Groups Report

Let us now discuss each of the reports in the following sections.

7.3.8.7.1 Page Requests - Page Types Report

Whenever administrators receive complaints on slow loading of web pages from the users, they need to determine where exactly the slowness has occurred in a page – is it in the page? or in the iFrames? or in the AJAX pages? The Page Types report helps administrators in accurately identifying the page type that is slow and less responsive. By generating this report, administrators can historically analyze the past performance trends of the web site/web application when a particular page type is accessed and figure out the answers to the following questions:

- Which page type took too long to load?
- Which page type had garnered the maximum number of page views inspite of taking too long to long?
- Are all the page types of the web site/web application prone to slowness?
- Is the slowness of the page type following a consistent pattern or is the slowness sporadic?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Page Requests -> Page Types*.
3. When 7.3.8.7.1 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

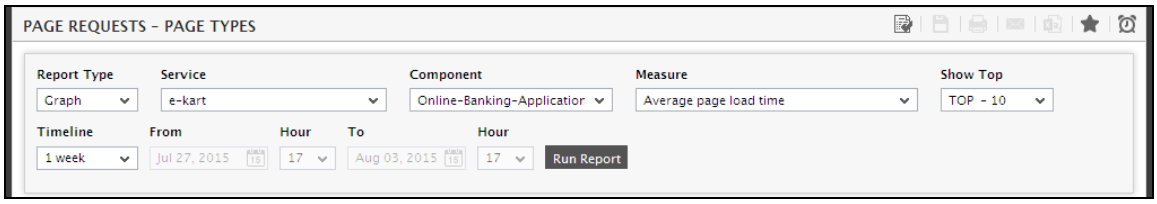


Figure 7.377: Generating the Page Types report

6. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.

7. By default, the report provides the details of only the **Top-10** page types in the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.
9. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then, from the **Page Type** list, you can choose the page type for which you wish to generate the tabular report. By default, *All* option will be displayed in this list.
10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.378). The steps below discuss each of these settings and how they can be customized.

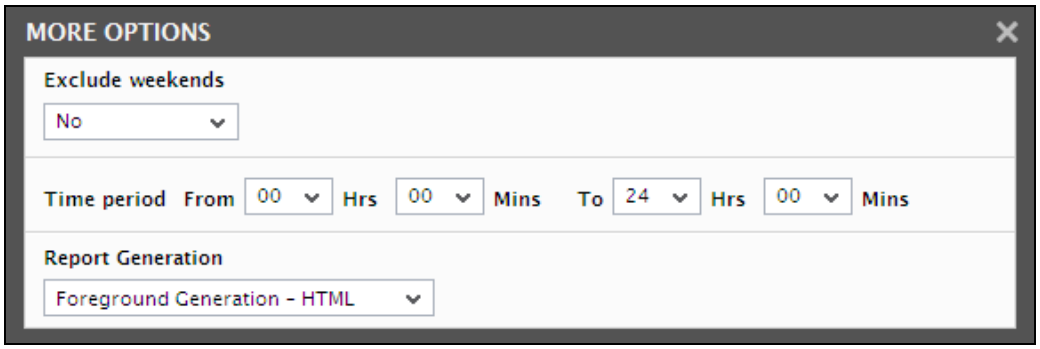


Figure 7.378: The default settings for generating a Page Types report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

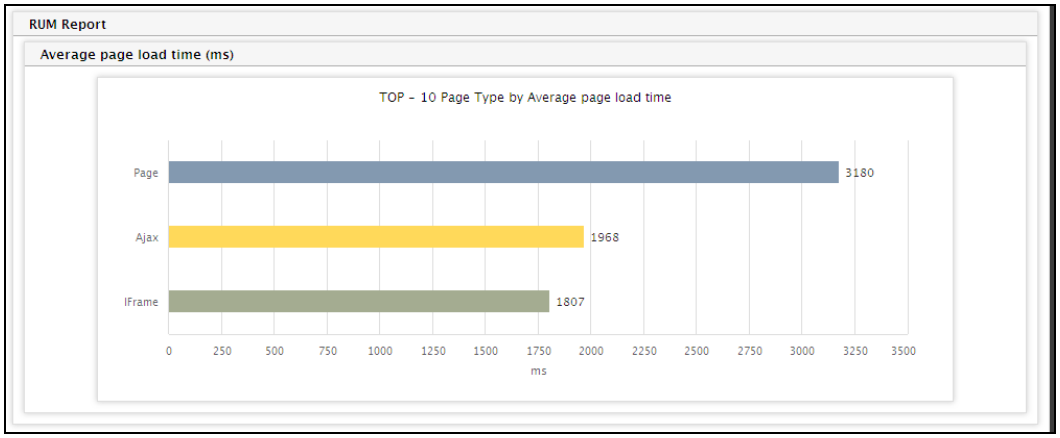


Figure 7.379: The Page Types report that is generated when Graph is selected as the Report Type

16. If you have selected **Graph** as the **Report Type**, then the **Page Types** report will be generated as shown in Figure 7.379. For each page type, a bar graph will be plotted against the measure that had been chosen from the **Measure** list. In our example, the bar graph will be plotted for each page type against the *Average page load time*.

17. If **Data** is chosen as the **Report Type** and Page views is selected from the **Based on Measure** list, then the report will be generated as shown in Figure 7.380.

RUM Report for 'e-kart' Service

Page Type	Page views	Slow page views (Tolerating & Frustrated)	JavaScript error page views	Average page load time (ms)	Average front end time (ms)
Page	67159	6716	10744	3180	5505
IFrame	13430	1343	2016	1806	3456
Ajax	1343	0	0	1968	0

Figure 7.380: The Page Types report generated when Data option is chosen from the Report Type list

7.3.8.7.2 Page Requests - Page Groups Report

More often than not administrators may be interested to extract the information on the page groups that are taking too long to load, the page groups that are affecting the user experience and the page groups that are more popular among the users besides knowing the overall performance of the page groups in a web site/web application. Say for example, if an e-commerce web site administrator needs to figure out the most popular page group in his/her web site/web application and the page group that is taking too long to load, then the **Page Groups** report provided by the eG Reporter is the best bet for him/her to rely upon. This report helps administrators to analyze the past performance trends of the page groups in the target web site/web application and figure out te answers to the following questions:

- Which are the page groups that are taking too long to load?
- Are the page groups loading slower than normal inspite of a constant page views over a period of time?
- Is the slowness of the page groups consistent over a period of time or is it sporadic? If the slowness is attributed as sporadic, what is the real reaon behind the slowness – is it due to the frontend time, network time or the backend time?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Page Requests-> Page Groups*.
3. When Figure 7.381 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

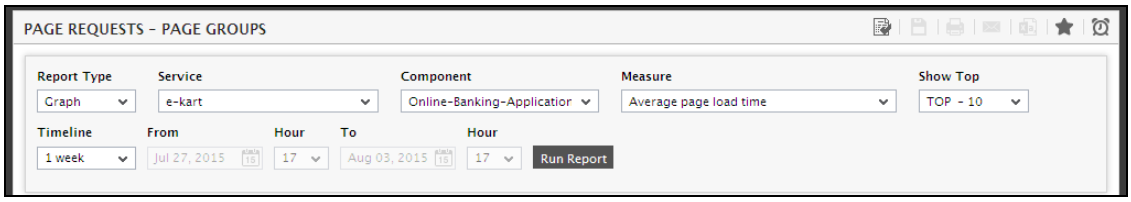


Figure 7.381: Generating the Page Groups report

6. If you have chosen to generate a graphical report, then a **Measure** list box will appear using which you can select a measure for which the graph needs to be generated.

7. By default, the report provides the details of only the **Top-10** page groups in the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.

8. If you have chosen to generate the report in a tabular format by selecting **Data** from the **Report Type** list, then a **Based on measure** list will appear. Selecting a measure of your choice from this list will ensure you that the generated report is sorted based on the chosen measure.

9. From the **Page Group** list, you can choose the page group for which you wish to generate the tabulate report. By default, *All* option will be displayed in this list.

10. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

    Note:

    For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

11. In addition to the settings discussed above, this report comes with a set of default specifications.

These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.382). The steps below discuss each of these settings and how they can be customized.

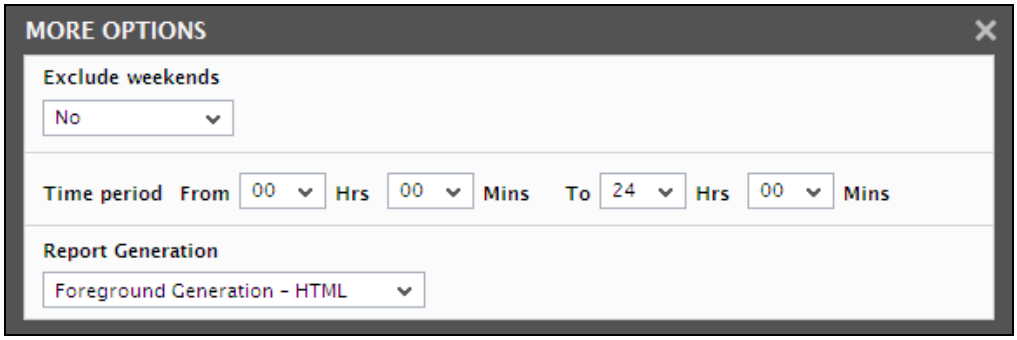


Figure 7.382: The default settings for generating a Page Groups report

12. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <eg_install_dir>\manager\config directory.
    - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

13. Next, specify the start time and end time for report generation against the **Time period** field.

14. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would

have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

15. Finally, click the **Run Report** button to generate the report.

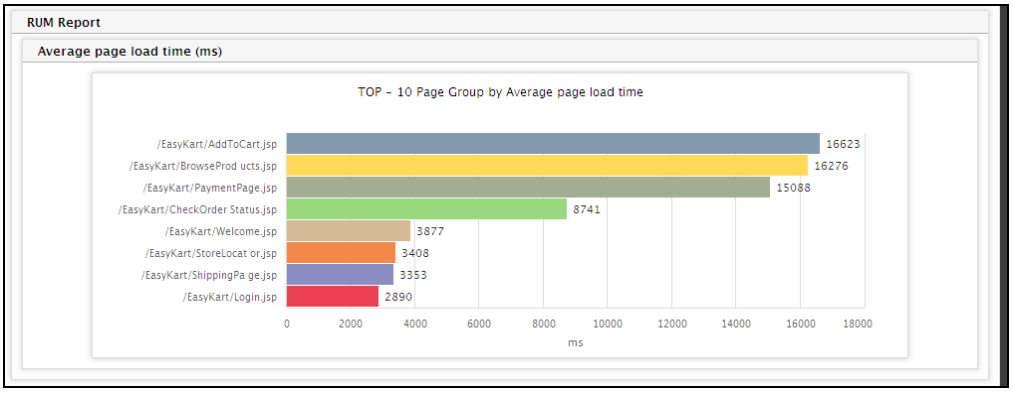


Figure 7.383: The Page Groups report generated when Graph option is chosen from the Report Type list

16. Figure 7.383 will then appear showing a bar graph that lists the Top-10 page groups whose average page load time was high. This graph helps administrators to identify the page group that had taken too long to load.

17. If **Data** is chosen from the **Report Type** list and Page views is chosen from the **Based on Measure** list, then a table as shown in Figure 7.384 will appear listing the page groups whose page views were high irrespective of taking too long to load. Using this report, administrators may figure out the page group that is more popular among the users and figure out the actual reason

behind the longer than usual page load time.

RUM Report for 'Default' Service

Page Group	Page views	Average page load time (ms)	Average front end time (ms)	Average first byte time (ms)	Average server connection time (ms)
/EasyKart/AddToCart.jsp	40278	16623	931	14130	200
/EasyKart/PaymentPage.jsp	18793	15087	1033	12824	202
/EasyKart/BrowseProducts.jsp	17452	16276	1027	5697	204
/EasyKart/ShippingPage.jsp	6715	3353	961	2012	212
/EasyKart/StoreLocator.jsp	5372	3408	1138	2045	197
/EasyKart/CheckOrderStatus.jsp	5372	8741	638	3060	199
/EasyKart/Login.jsp	2013	2890	434	2456	201
/EasyKart/Welcome.jsp	1343	3877	1051	2326	179

Figure 7.384: The Page Groups report generated when Data option is chosen from the Report Type list

7.3.8.8 JavaScript Errors Report

Whenever users are performing high profile transactions on a web site/web application, say for example, a banking web site, users may always prefer the transactions to succeed. If the links in the browsers used by the users to access the web site/web application are broken or if the users are experiencing issues with the interactive functionality of the web site/web application that completes the transaction, then, this may be due to the JavaScript errors experienced while viewing that particular web site/web application. JavaScript errors may be browser based or may be web site/web application based. When the users are experiencing too many errors while viewing the web site/web application, then the users may be frustrated and may start to rethink on using that particular web site/web application. By generating the Javascript Errors report, administrators will be able to historically analyze the javascript errors encountered by the users while accessing the web site/web application. Using this report, administrators will be able to answer the fowllowing questions:

- How many times a web page of the web site/web application has been viewed with the javascript errors?
- How many types of errors have been encountered?
- Which type of error was encountered the maximum number of times when a page was viewed?
- Are these javascript errors occurring in patterns consistently or are these errors sporadic in nature?
- If the errors are sporadic, what is the real reason behind the sudden surge in the errors?

To generate the **JavaScript Errors** report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> JavaScript Errors*.
3. Figure 7.385 will then appear.

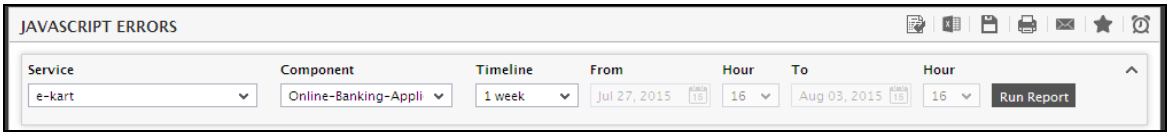


Figure 7.385: Generating a JavaScript Errors Report

4. Select the service for which the report is to be generated from the **Service** list box.
5. Select a **Component** that is associated with the chosen **Service** and for which you wish this report to be generated.
6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the

icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.386). The steps below discuss each of these settings and how they can be customized.

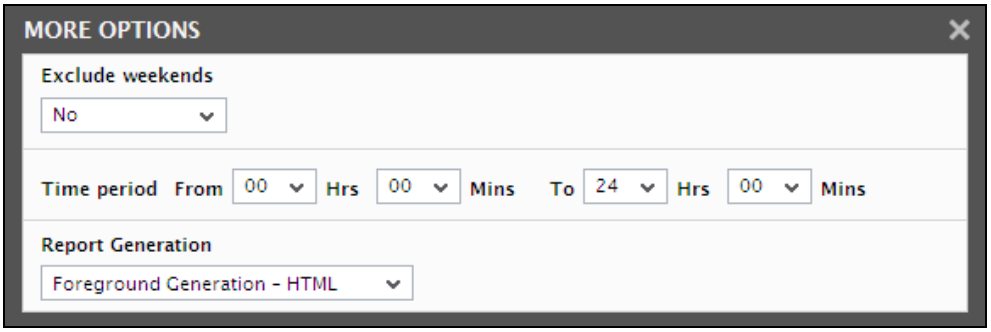


Figure 7.386: The default settings for generating a JavaScript Errors report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[JAVASCRIPT_ERROR]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

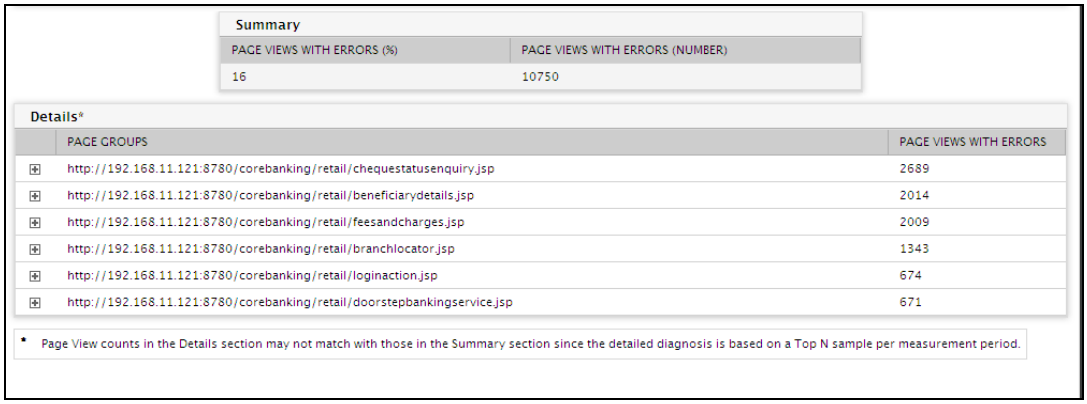
9. Next, specify the start time and end time for report generation against the **Time period** field.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.



Summary

PAGE VIEWS WITH ERRORS (%)	PAGE VIEWS WITH ERRORS (NUMBER)
16	10750

Details*

PAGE GROUPS	PAGE VIEWS WITH ERRORS
http://192.168.11.121:8780/corebanking/retail/chequestatusenquiry.jsp	2689
http://192.168.11.121:8780/corebanking/retail/beneficiarydetails.jsp	2014
http://192.168.11.121:8780/corebanking/retail/feesandcharges.jsp	2009
http://192.168.11.121:8780/corebanking/retail/branchlocator.jsp	1343
http://192.168.11.121:8780/corebanking/retail/loginaction.jsp	674
http://192.168.11.121:8780/corebanking/retail/doorstepbankingservice.jsp	671

* Page View counts in the Details section may not match with those in the Summary section since the detailed diagnosis is based on a Top N sample per measurement period.

Figure 7.387: The JavaScript Errors Report

12. The resulting report (see Figure 7.387) consists of the following two sections:

Note:

- The **Summary** section helps you to view the number of the page views with JavaScript errors and the percentage of page views with errors on the target web site/web application during the chosen time period.
- The **Details** section provides you with a list of the top page groups that have encountered JavaScript errors while being viewed by the user. When you further drill down each page group by clicking the adjacent ⊞ icon, you can view the list of errors (see Figure 7.388) encountered by the user while accessing the page group and the number of times the users encountered each of the error.

ERRORS	COUNT
[Uncaught TypeError: Cannot read property ´tostring´ of null,http://192.168.11.121:8780/corebanking/script/ek.validation.js,249]	1343
[Script error,http://192.168.11.121:8780/corebanking/retail/viewbills.jsp/ek.min.js,0]	674
[Uncaught ReferenceError: jQuery is not defined,http://192.168.11.121:8780/corebanking/script/ek.js,1]	672

Figure 7.388: The breakup of JavaScript errors encountered in a page group

7.3.8.9 Top N Reports

The Top N Reports can be categorized as follows:

- Top N Reports By Page Views
- Top N Reports By Load Time
- Top N By Errors report

Let us now discuss each of the report in detail in the following sections.

7.3.8.9.1 Top N Reports By Page Views

In today's modern world, the success/failure of any business purely depends on its marketing strategy. A good web site/web application may do wonders to a business irrespective of various other factors. The success/failure of a web site/web application mostly relies on the user experience which should be excellent irrespective of users using various browsers and devices, being in different geographic locations etc. By generating the **Top N Reports By Page Views** report, administrators can historically analyze the overall performance of the web site/web application by keeping track of the page views to the web site/web application from different user experience perspectives such as browsers, devices, geographic locations etc. Using this report, you can figure out the answers to the following questions:

- From which browser/device was the maximum page requests received?
- In which country/city/region is the target web site/web application most popular?
- Which page group has received the maximum number of page view requests?
- Which page type has received the maximum number of page view requests?
- Are the page view requests to a country/city/region consistent or is it sporadic?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Top N -> By Page Views*.
3. When Figure 7.389 appears, select the service from the **Service** list box for which the report is to be generated.
4. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

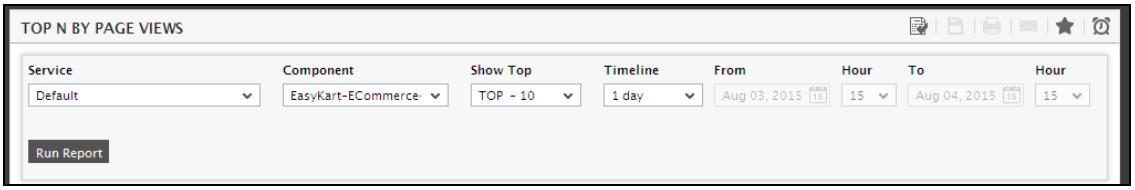


Figure 7.389: Generating the Top N By Page Views report

5. By default, the report provides the details of only the **Top-10** page views count for each user experience perspective for the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see 7.3.8.9.1). The steps below discuss each of these settings and how they can be customized.

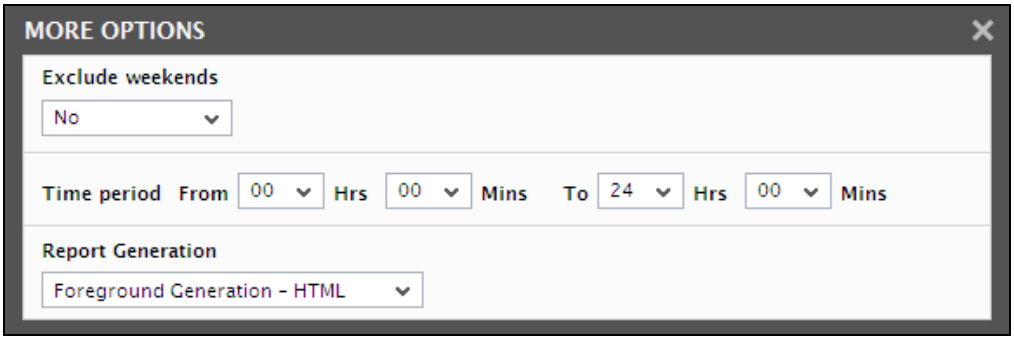


Figure 7.390: The default settings for generating a Top N By Page Views report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

9. Next, specify the start time and end time for report generation against the **Time period** field.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name**

text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report. Figure 7.391 will then appear.

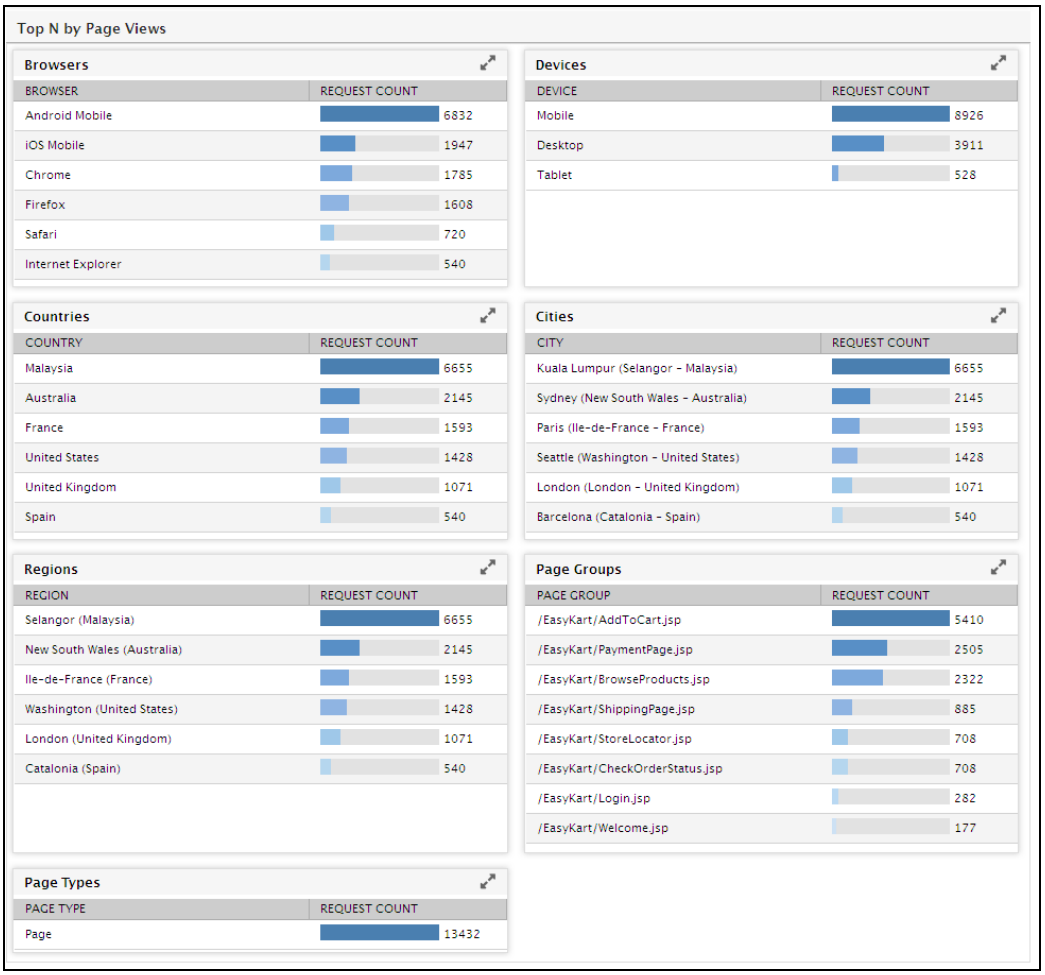


Figure 7.391: The Top N By Page Views report

12. From the report that is generated, for each user experience perspective, you can easily view the page views count. This helps the administrators to figure out the browsers/devices/page types/page groups/geographic locations that are topping in requesting access to the web pages of the web site/web application. Using this report, administrators can also figure out the popularity of web site/web application in different geographic locations and also figure out the most popular browsers/devices/page groups/ page types that are instrumental in accessing the web site/web application.

7.3.8.9.2 Top N Reports By Load Time

When the page load time of a web site/web application increases rapidly, the user experience suffers. A high page load time often impacts the business of the web site/web application. If administrators are not in a position to figure out where exactly the user experience has suffered, then the business may be heavily impacted leading to a loss in revenue. To avoid such anomalies,

administrators should have a multidimensional view of his/her web site accessed from various perspectives i.e., administrators should have the knowledge of the browsers/devices/page types/page groups/geographic locations from where the average page load time was high when accessing the web site/web application. By generating the **Top N Reports By Load Time**, administrators can analyze the past performance trends of the web site/web application using various perspectives and figure out the answers to the following questions:

- Which browser/device took too long to load a page?
- Which country/city/region is the worst affected due to a higher page load time? Is the country/city/region consistently exhibiting high page load time or is it a sudden behavior?
- Which page groups are taking too long to load?
- Which page types are loading longer than usual?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Top N -> By Load Time*.
3. When Figure 7.392 appears, first indicate the **Report Type** to be generated. To generate the report in a tabular format, choose the **Data** option. For a graphical representation of the report, select the **Graph** option.
4. Select the service from the **Service** list box for which the report is to be generated.
5. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

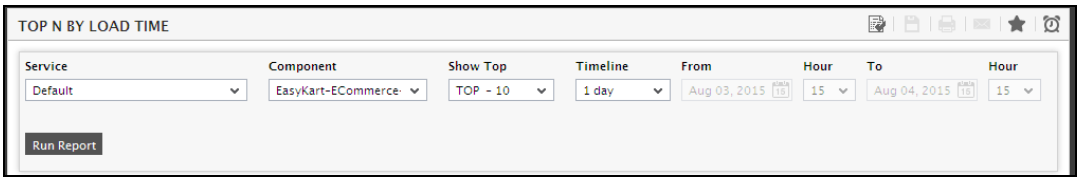


Figure 7.392: Generating the Top N By Load Time report

6. By default, the report provides the details of only the **Top-10** load time for each user experience perspective for the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
7. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or

choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.393). The steps below discuss each of these settings and how they can be customized.

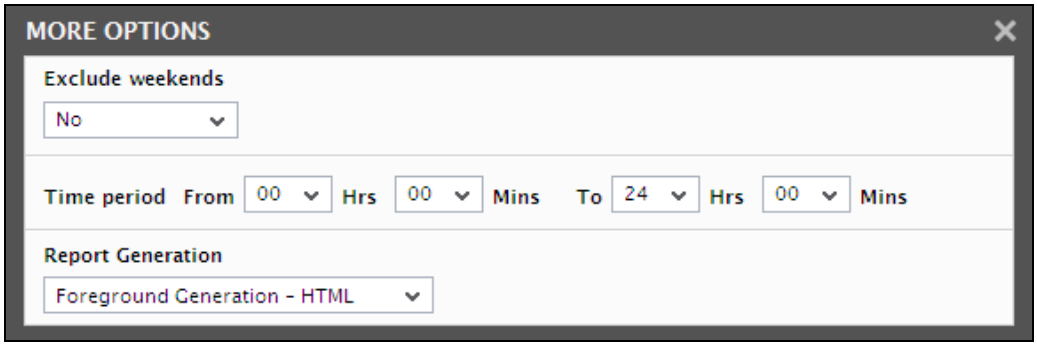


Figure 7.393: The default settings for generating a Top N By Load Time report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends,

then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

10. Next, specify the start time and end time for report generation against the **Time period** field.
11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button to generate the report. Figure 7.394 will then appear.

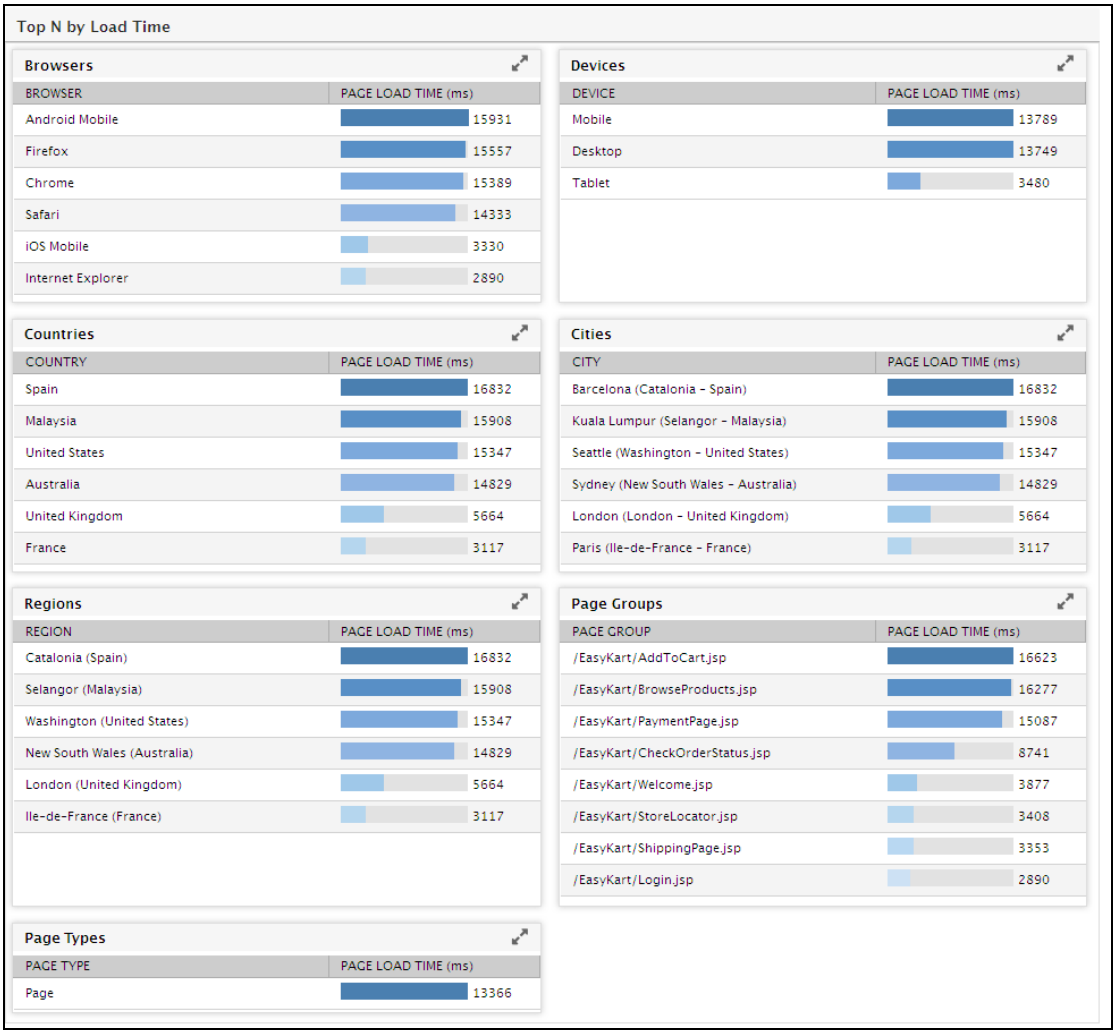


Figure 7.394: The Top N By Load Time report

13. The report in Figure 7.394 provides administrators with the top 10 load time experienced by various user experience perspectives. Using this report, administrators can figure out the worst performing browsers/devices, countries, Page types etc.

7.3.8.9.3 Top N by Errors Report

An ideal web site/web application is the one that can be accessed by the users irrespective of the geography, device and browser. If errors are encountered in the browsers or devices or if users from a particular geography could not access the web site/web application, the user experience will automatically suffers. A high error rate often impacts the business of the web site/web application. If administrators are not in a position to figure out where exactly the user experience has suffered, then

the business may be heavily impacted leading to a loss in revenue. To avoid such anomalies, administrators should have a multidimensional view of his/her web site accessed from various perspectives i.e., administrators should have the knowledge of the browsers/devices/page types/page groups/geographic locations from where the errors were frequently noticed when accessing the web site/web application. By generating the **Top N By Errrors Report,** administrators can analyze the past performance trends of the web site/web application using various perspectives and figure out the answers to the following questions:

- Which browser/device was often error-prone?
- Which country/city/region is the worst affected due errors encountered during access to the web site/web application? Is the country/city/region consistently encountering errors or is it a sudden behavior?
- Which page groups are more error-prone?
- Which page types are encountering errors frequently?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Real User Monitoring -> Top N -> By Errors*.
3. Figure 7.395 will then appear. Select the service from the **Service** list box for which the report is to be generated.
4. The **Component** list will then be populated with the components that are associated with the chosen **Service**. Select a component of your choice from this list.

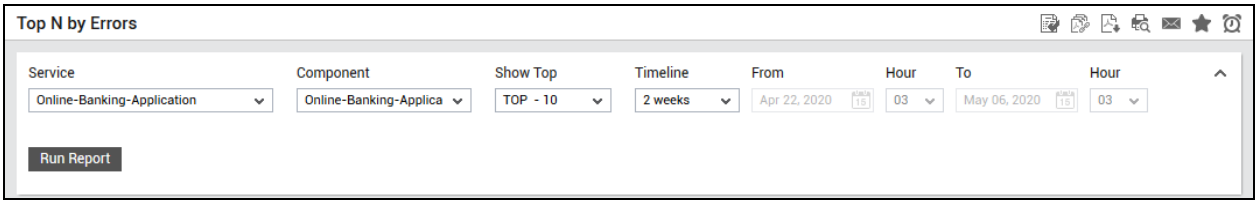


Figure 7.395: Generating the Top N by Errors report

5. By default, the report provides the details of only the **Top-10** page errors for each user experience perspective for the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or

choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.396). The steps below discuss each of these settings and how they can be customized.

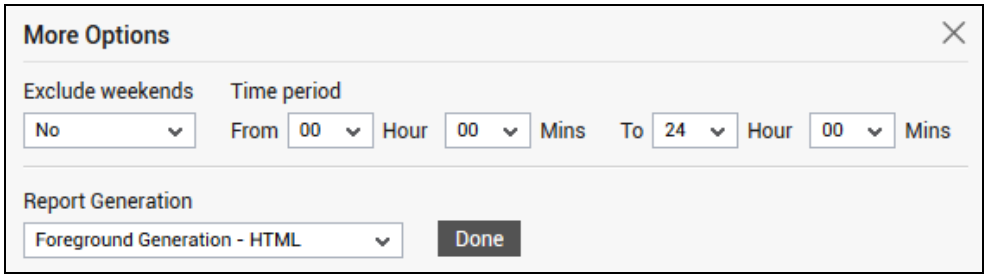


Figure 7.396: The default settings for generating a Top N By Errors report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

9. Next, specify the start time and end time for report generation against the **Time period** field.
10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Click the **Done** button if any changes were made to the **More Options** drop down window.
12. Finally, click the **Run Report** button to generate the report. Figure 7.397 will then appear.

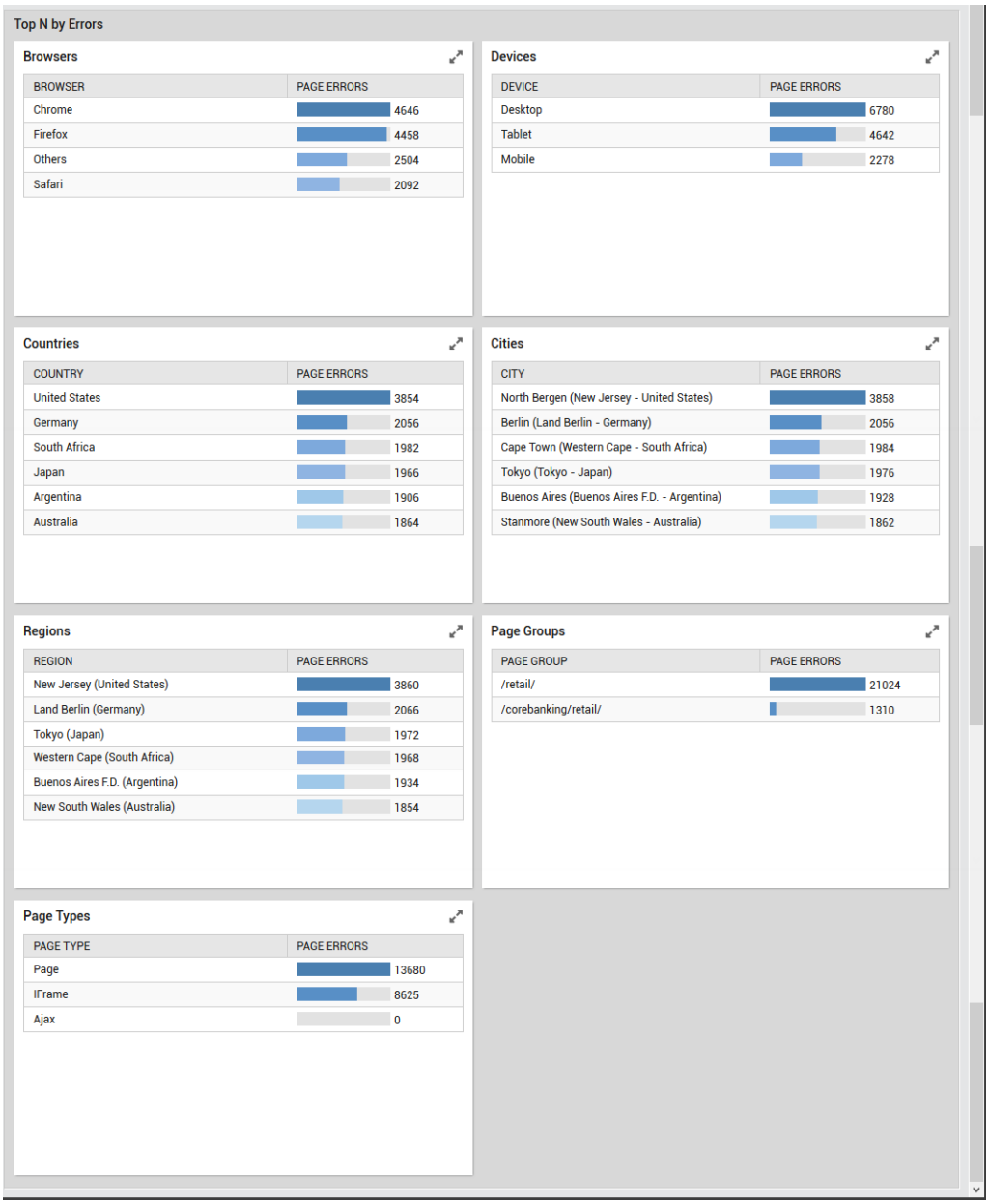


Figure 7.397: The generated Top N by Errors report

13. The report in Figure 7.397 provides administrators with the top 10 page errors experienced by various user experience perspectives. Using this report, administrators can figure out the error-prone browsers/devices, countries, regions, page types etc.

7.3.8.10 Real User Monitoring - Load Time Analysis Report

Whenever a user is asked to rate his/her overall experience with a particular web site/web application he/she may not only consider the look and feel of the site/application but also considers

the ease of use of the site/application as well as the load time of the site/application. If the web site/web application takes longer than usual to load, then the user may be frustrated with the site/application and will visit the web site/web application less often. From a strictly user perspective, the user experience towards a web site/web application should be the same irrespective of using different devices/browsers, being in different geographic locations, accessing different page types/page groups etc. Viewing from an administrator perspective, if the user experience is uniform irrespective of accessing the web site/web application using different browsers/devices, being in geographic locations etc., he/she may consider that the overall performance of the site/application is satisfactory. The **Load Time Distribution** report offered by the eG Enterprise suite helps administrators analyze the overall performance of the web site/web application in the recent past from a multidimensional perspective.

For example, when an e-commerce web site/web application administrator receives enormous complaints from the users across the world regarding slowness of the site/application when a particular browser is used, it is the onus of the administrator to figure out the exact cause of such slowness. By generating the **Load Time Distribution** report, administrators can figure out the answers to the following questions:

- Which are the browsers that are causing hindrance leading to a poor user experience?
- Why is the response too early when a particular browser is used?
- Which browsers took too long to load?
- How many users are impacted due to such slow/fast response?
- Is there any abnormal error pattern noticed when the report is generated for different time periods?
- Are there too many users trying to access the web site/web application using a particular browser? or an error in the browser has caused a sudden raise in the number of users?

To generate the **Load Time Distribution** report for the above-mentioned scenario, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> RUM Reports -> Load Time Distribution*.
3. Figure 7.398 will then appear.

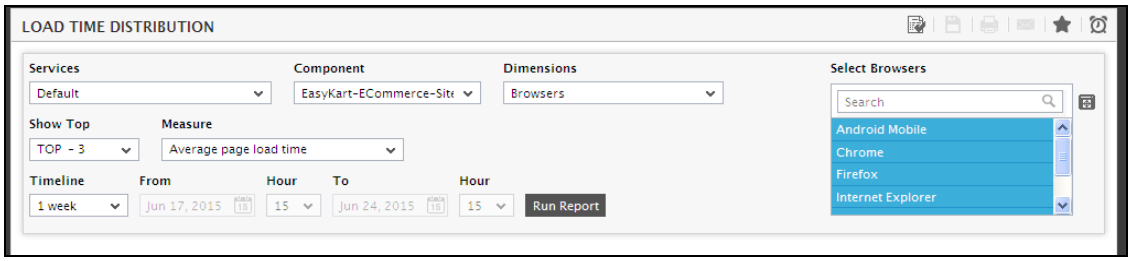


Figure 7.398: Generating a Load Time Distribution Report

4. Select the service for which the report is to be generated from the **Service** list box.
5. Select a **Component** that is associated with the chosen **Service** and for which you wish this report to be generated.
6. Selecting an option from the **Dimensions** list will help you to generate the report based on the chosen perspective. In our example, we need to choose the **Browsers** option.
7. By default, the report provides the details of only the **Top-3** chosen dimension in the chosen **Component**. You can choose a different top-n option from the **Show Top** list, if need be.
8. Select the measure from the **Measure** list using which you wish to generate this report.
9. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

10. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.399). The steps below discuss each of these settings and how they can be customized.

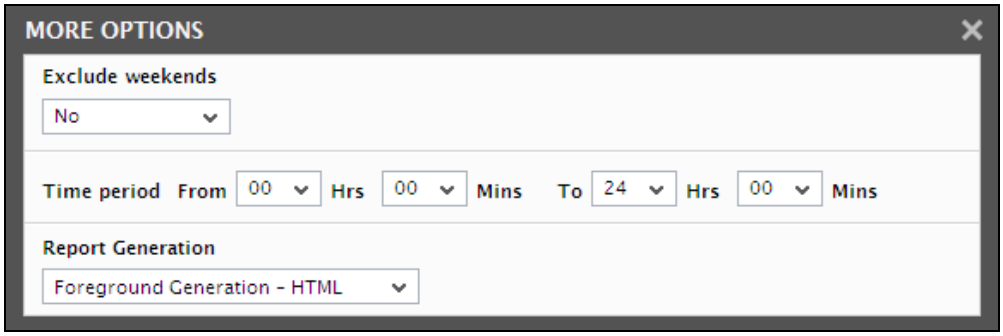


Figure 7.399: The default settings for generating a Load Time Distribution report

11. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
    - Save the file after making the required changes.

12. Next, specify the start time and end time for report generation against the **Time period** field.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name**

text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button to generate the report.

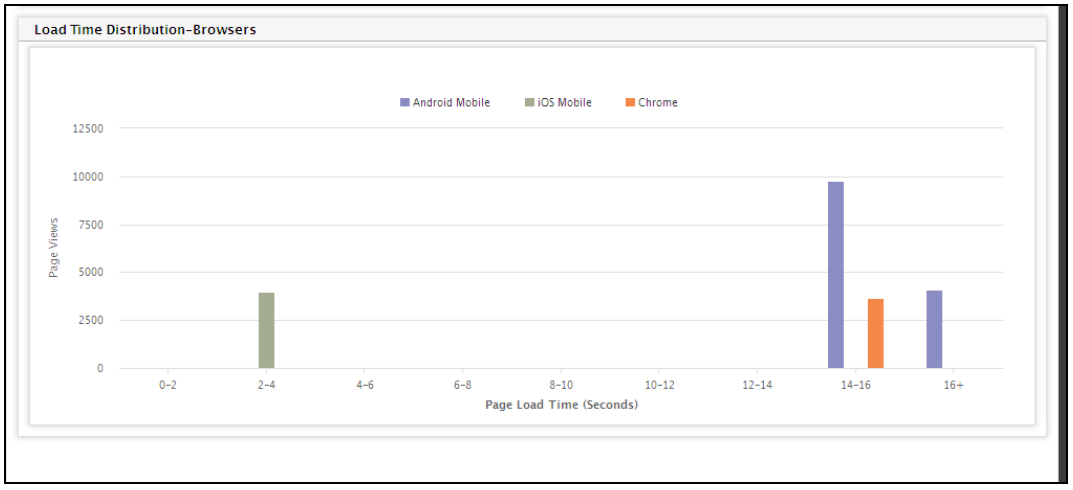


Figure 7.400: The Load Time Distribution Report

15. Figure 7.400 will then appear. An ideal Load Time Distribution chart should always be complaint with the Apdex score i.e., the users should be able to view the web site/web application within 4 seconds. In other words, the page views should decrease drastically with an increase in time intervals for an ideal Load Time Distribution chart. In our example, users using the Android Mobile browser have experienced severe slowdowns indicating that they were made to wait for

more than 14 seconds for the web site/web application to load. In addition, administrators can view that most of the page views are generated from the Android Mobile which implies that the web site/web application is very slow for most of the users accessing it. By generating this report, administrators can view at a single glance that their web site/web application is performing poor when Android mobile and Chrome browsers are used and only a very few users using iOS browsers are able to access the web site/web application fast.

7.3.8.11 User Satisfaction Trend Report

To evaluate user experience with a web application over time, administrators can use the User Satisfaction Trend report. A quick glance at this report will reveal the precise days/times during the given timeline when user experience has been less than satisfactory.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Real User Monitoring -> User Satisfaction Trend*.
3. Figure 7.401 will then appear. Using this report, you can engage in a time-based user experience analysis on a web application that is part of a zone/segment/service. Indicate your choice by picking the one of the following options from the **Analyze by** list.
    - **Component:** If the **Component** option is chosen from the **Analyze by** list, then all components of the chosen **Component Type** will be listed in the **Component** list box. From this list box, select the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
    - **Zone**: If the **Zone** option is chosen from the **Analysis by** list, then you would be required to select the **Zone** for which the report is to be generated. In addition, you will also have to indicate whether the report needs to include even those components that are included in the sub-zones of the chosen zone. If this is the case, you will have to set the **Include sub-zones** flag to **Yes**.
    - **Service:** Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.

- **Segment:** Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, select the **Component Type** for which the report is to be generated.
5. The **Components** list will then be populated with the components that belong to the chosen **Component Type**. Select a component of your choice from this list.

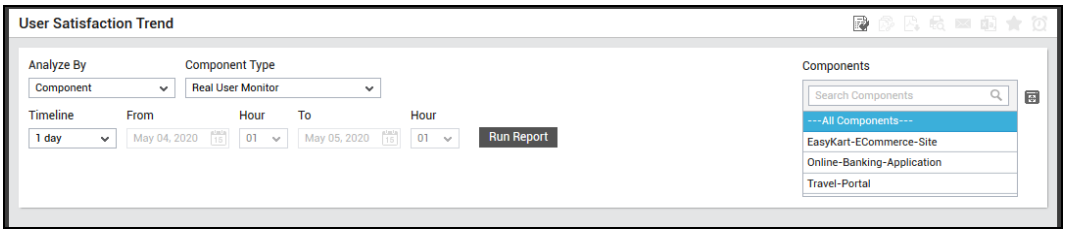


Figure 7.401: Generating the User Satisfaction Trend report

6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a

Measure. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.402). The steps below discuss each of these settings and how they can be customized.

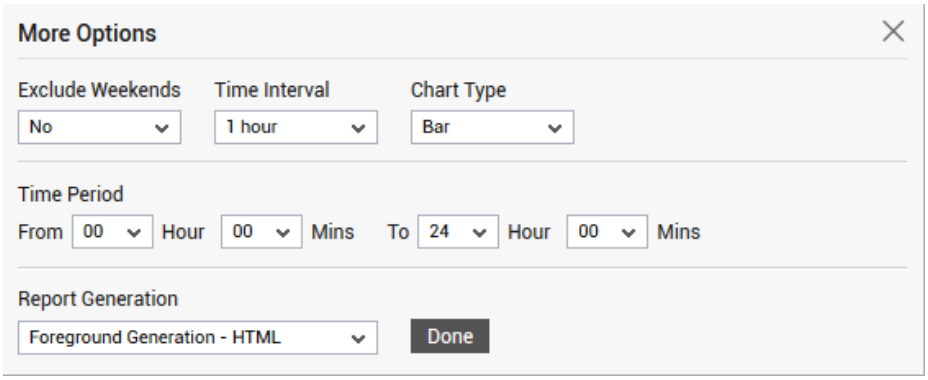


Figure 7.402: The default settings for generating the User Satisfaction Trend report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

9. Specify the **Time Interval** for which this report is to be generated. By default, the **Time Interval** is *1 day*. This implies that the experience of each user to the web application is consolidated together and the graph of this report is plotted for each day. If you choose *30 mins* from the **Time Interval** list, then the graph will be plotted for every 30 minutes.

   Note:

   If you have chosen a **Timeline** of *1 week* and above, it is **not** advisable to choose *30 mins* and *1 hour* options from the **Time Interval** list.

10. From the **Chart Type** list, specify whether you wish to generate the report as a bar graph or as an area chart. By default, **Bar** option is chosen from this list indicating that the report will be generated as a bar graph, by default.
11. Next, specify the start time and end time for report generation against the **Time period** field.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
13. Click the **Done** button if any changes were made to the **More Options** drop down window.
14. Finally, click the **Run Report** button to generate the report.
15. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.403 will appear as soon as you click the **Run Report** button.

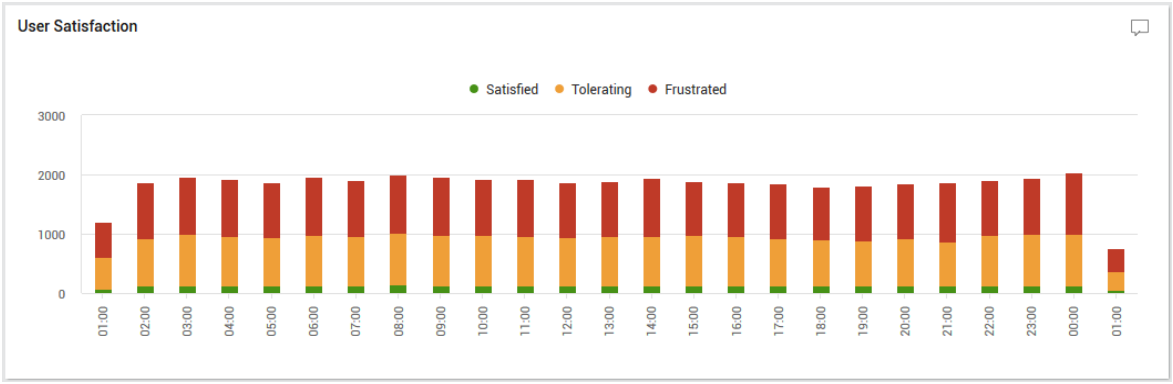


Figure 7.403: The generated User Satisfaction Trend report

From the generated report in Figure 7.403, you can figure out the user experience with a web application over a chosen period of time. Hovering over each bar provides you with the exact number of transactions for which the user experience was satisfying, tolerating and frustrated. Clicking on a bar will reveal Figure 7.404.

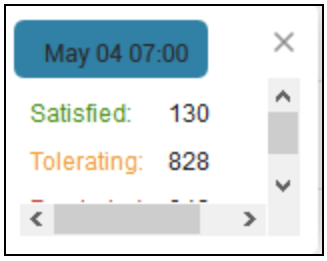


Figure 7.404: The count of transactions with respect to user experience

Clicking the icon against each type of transaction with respect to the user experience will lead you to the Section **7.3.8.14**.

16. If you have chosen *Area* option from the **Chart Type** list of Figure 7.402, then the report will be generated as shown in Figure 7.405

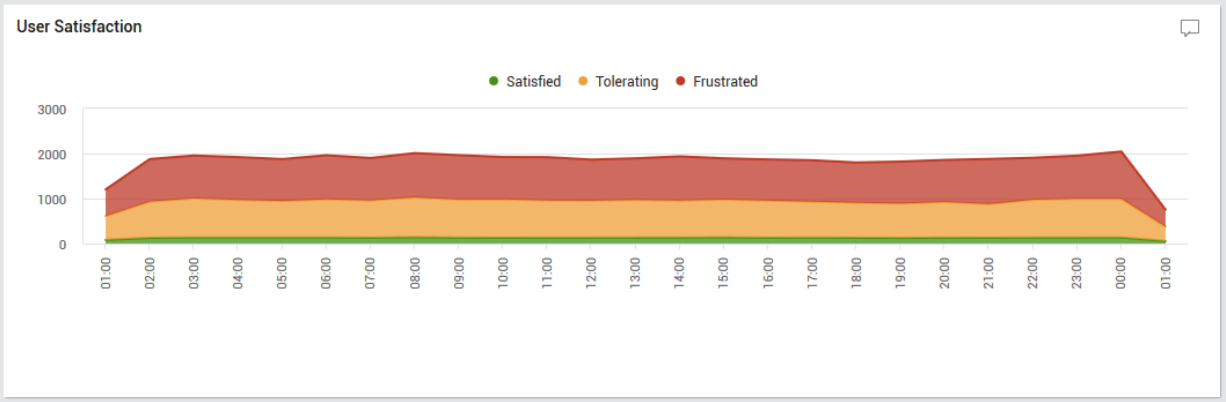


Figure 7.405: The generated report when Area option is chosen from the Chart Type list

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

7.3.8.12 Page Visit Health Trend Report

Use the Page Visit Health Trend report to historically analyze the health of the pages visited by the users of the web application. In the process, you can quickly identify the precise dates/times (during the specified timeline) when the maximum number of pages visited were loading slowly. This way, you can identify when user experience with the web application was poor and investigate the reasons for the same.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Real User Monitoring -> Page Visit Health Trend*.
3. Figure 7.406 will then appear. Using this report, you can engage in a time-based user experience analysis on a web application that is part of a zone/segment/service. Indicate your choice by

picking the one of the following options from the **Analyze by** list.

- **Component:** If the **Component** option is chosen from the **Analyze by** list, then all components of the chosen **Component Type** will be listed in the **Component** list box. From this list box, select the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
- **Zone**: If the **Zone** option is chosen from the **Analysis by** list, then you would be required to select the **Zone** for which the report is to be generated. In addition, you will also have to indicate whether the report needs to include even those components that are included in the sub-zones of the chosen zone. If this is the case, you will have to set the **Include sub-zones** flag to **Yes**.
- **Service:** Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment:** Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, select the **Component Type** for which the report is to be generated.
5. The **Components** list will then be populated with the components that belong to the chosen **Component Type**. Select a component of your choice from this list.

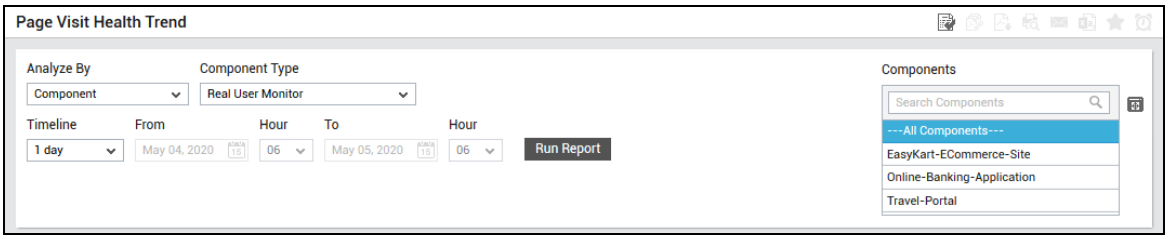


Figure 7.406: Generating the Page Visit Health Trend report

6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.407). The steps below discuss each of these settings and how they can be customized.

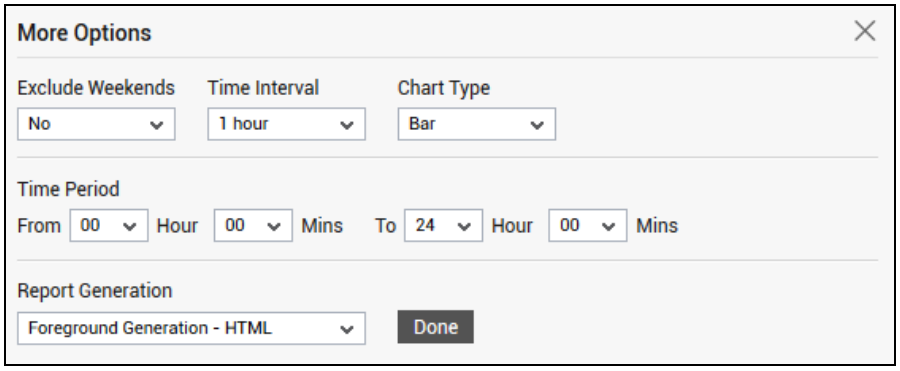


Figure 7.407: The default settings for generating the Page Visit Health Trend report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

Note:

By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
- In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
- Save the file after making the required changes.

9. Specify the **Time Interval** for which this report is to be generated. By default, the **Time Interval** is *1 day*. This implies that the experience of each user to the web application is consolidated together and the graph of this report is plotted for each day. If you choose *30 mins* from the **Time Interval** list, then the graph will be plotted for every 30 minutes.

   Note:

   If you have chosen a **Timeline** of *1 week* and above, it is **not** advisable to choose *30 mins* and *1 hour* options from the **Time Interval** list.

10. From the **Chart Type** list, specify whether you wish to generate the report as a bar graph or as an area chart. By default, **Bar** option is chosen from this list indicating that the report will be generated as a bar graph, by default.
11. Next, specify the start time and end time for report generation against the **Time period** field.
12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Click the **Done** button if any changes were made to the **More Options** drop down window.
14. Finally, click the **Run Report** button to generate the report.
15. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.408 will appear as soon as you click the **Run Report** button.

Figure 7.408: The generated Page Visit Health Trend report

From the generated report in Figure 7.408, you can figure out the health of the pages visited by the users of the web application over a chosen period of time. Hovering over each bar provides you with the exact number of page visits that were healthy, slow and error-prone. Clicking on a bar will reveal Figure 7.409.

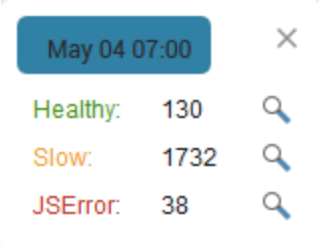


Figure 7.409: The count of page visits with respect to user experience

Clicking the icon against each type of transaction with respect to the user experience will lead you to the Section **7.3.8.14**.

16. If you have chosen *Area* option from the **Chart Type** list of Figure 7.407, then the report will be generated as shown in Figure 7.410.

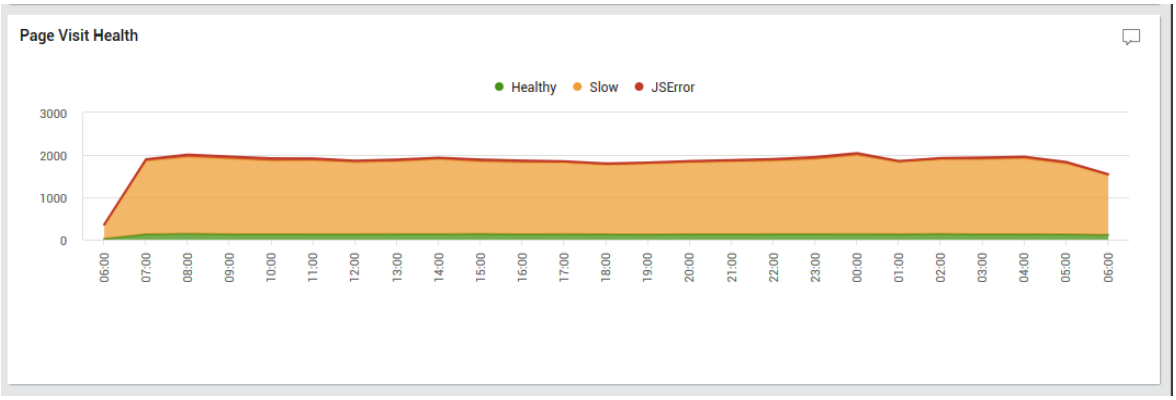


Figure 7.410: The generated report when Area option is chosen from the Chart Type list

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

7.3.8.13 Device Usage Trend Report

Use the Device Usage Trend report to analyze device usage over time, and identify which device was used the maximum (during the said timeline) for accessing the web application - is it desktop? or mobile? or tablet?

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Real User Monitoring -> Device Usage Trend*.
3. Figure 7.411 will then appear. Using this report, you can engage in a time-based user experience analysis on a web application that is part of a zone/segment/service. Indicate your choice by picking the one of the following options from the **Analyze by** list.
   - **Component:** If the **Component** option is chosen from the **Analyze by** list, then all components of the chosen **Component Type** will be listed in the **Component** list box. From this list box, select the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
   - **Zone**: If the **Zone** option is chosen from the **Analysis by** list, then you would be required to select the **Zone** for which the report is to be generated. In addition, you will also have to indicate whether the report needs to include even those components that are included in the sub-zones of the chosen zone. If this is the case, you will have to set the **Include sub-zones** flag to **Yes**.
   - **Service:** Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment:** Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
4. Next, select the **Component Type** for which the report is to be generated.
5. The **Components** list will then be populated with the components that belong to the chosen **Component Type**. Select a component of your choice from this list.

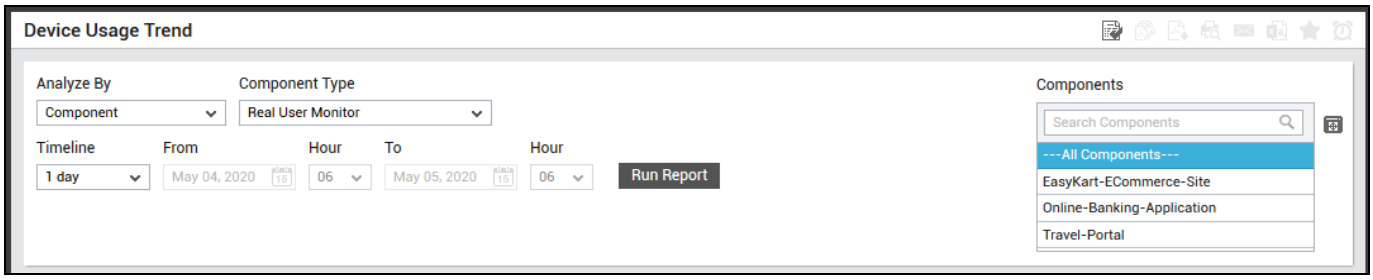


Figure 7.411: Generating the Device Usage Trend report

6. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.412). The steps below discuss each of these settings and how they can be customized.

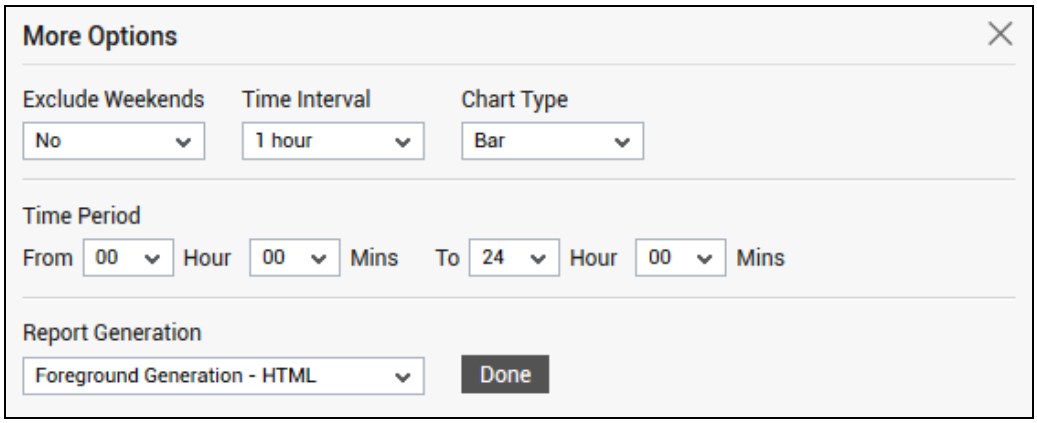


Figure 7.412: The default settings for generating the Page Visit Health Trend report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

9. Specify the **Time Interval** for which this report is to be generated. By default, the **Time Interval** is *1 day*. This implies that the experience of each user to the web application is consolidated together and the graph of this report is plotted for each day. If you choose *30 mins* from the **Time Interval** list, then the graph will be plotted for every 30 minutes.

   Note:

   If you have chosen a **Timeline** of *1 week* and above, it is **not** advisable to choose *30 mins* and *1 hour* options from the **Time Interval** list.

10. From the **Chart Type** list, specify whether you wish to generate the report as a bar graph or as an area chart. By default, **Bar** option is chosen from this list indicating that the report will be generated as a bar graph, by default.
11. Next, specify the start time and end time for report generation against the **Time period** field.

12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Click the **Done** button if any changes were made to the **More Options** drop down window.
14. Finally, click the **Run Report** button to generate the report.
15. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.413 will appear as soon as you click the **Run Report** button.

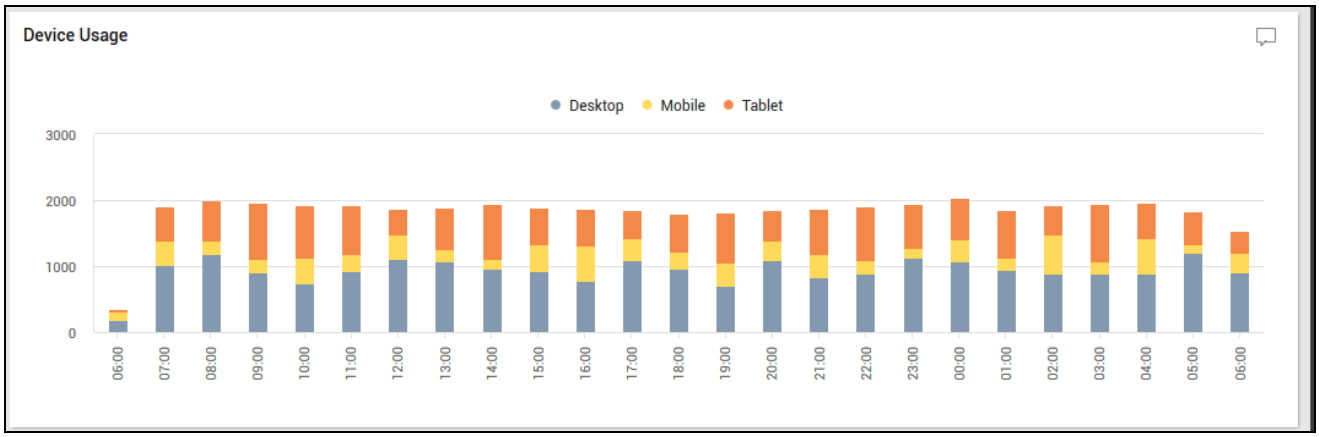


Figure 7.413: The generated Device Usage Trend Report

From the generated report in Figure 7.413, you can historically analyze the trend of the devices that are used to access the web application over a chosen period of time. Using this report, administrators can figure out the device that is most frequently used by the users to access the web application. Hovering over each bar provides you with the exact number of devices through which the web application was accessed. Clicking on a bar will reveal Figure 7.414.

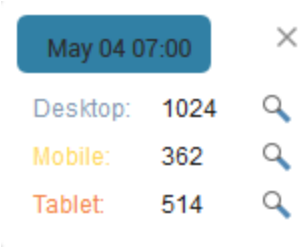


Figure 7.414: The count of devices used to access the web application

Clicking the icon against each type of device that will lead you to the Section **7.3.8.14**.

16. If you have chosen *Area* option from the **Chart Type** list of Figure 7.412, then the report will be generated as shown in Figure 7.415.

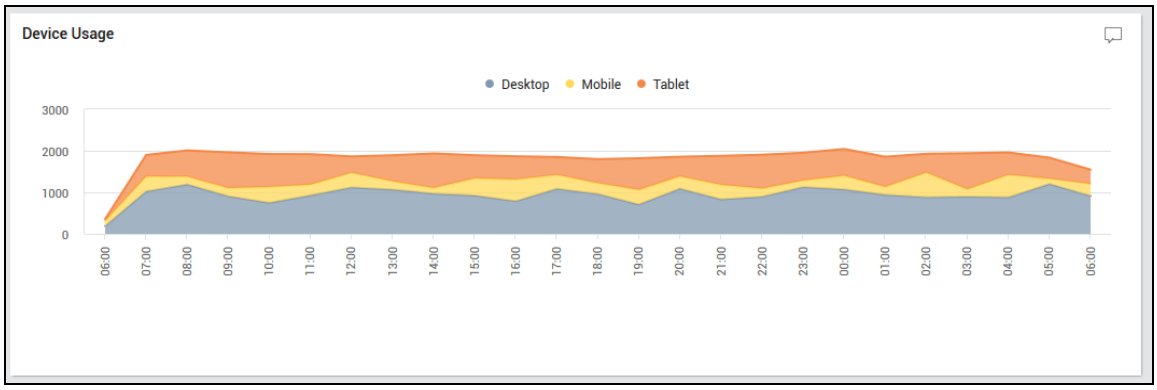


Figure 7.415: The generated report when Area option is chosen from the Chart Type list

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.8.14 Real User Monitoring - Slice and Dice Analytics Report

By default, the Slice and Dice Analytics report provides administrators with an overview of the user experience with a web application, for a given period of time in the past. Besides displaying the total number of transactions that were performed on the chosen web application during the given period, the report also reveals the percentage of transactions that were healthy, slow, and error-prone, thus clearly indicating to administrators if overall user experience with the web application was satisfactory or not. Additionally, the report also allows administrators to easily pick and choose what perspectives to user experience they want to view and analyze in the report. For instance, administrators can choose to focus on slow pages alone, or historically analyze how specific page groups / URLs have performed over time. Likewise, they may need insights on page view requests coming from specific client IP addresses. This report supports such granular/focused analysis as well, so that administrators can view only what they want to in the report, exclude statistics that may distract them, isolate bottlenecks to user experience quickly and precisely, and troubleshoot efficiently.

To generate this report, do the following:

1. Login to eG Reporter.
2. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Real User Monitoring -> Slice and Dice Analytics*.
3. Figure 7.416 then appears. In Figure 7.416, select a criterion for analysis from the **Analyze By** list box.

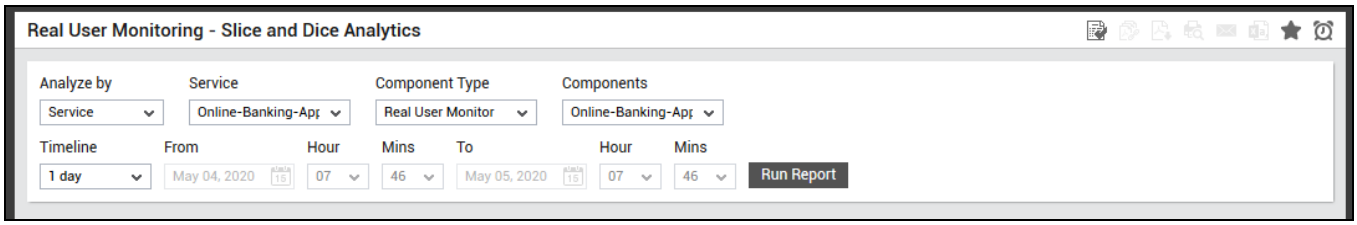


Figure 7.416: Generating the Slice and Dice Analytics report

4. Using this report, you can engage in a time-based user experience analysis on a web application that is part of a zone/segment/service. Indicate your choice by picking the one of the following options from the **Analyze by** list.
   - **Component:** If the **Component** option is chosen from the **Analyze by** list, then all components of the chosen **Component Type** will be listed in the **Component** list box. From this list box, select the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Component** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
   - **Zone**: If the **Zone** option is chosen from the **Analysis by** list, then you would be required to select the **Zone** for which the report is to be generated. In addition, you will also have to indicate whether the report needs to include even those components that are included in the sub-zones of the chosen zone. If this is the case, you will have to set the **Include sub-zones** flag to **Yes**.
   - **Service:** Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment:** Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
5. Next, select the **Component Type** for which the report is to be generated.

6. The **Components** list will then be populated with the components that belong to the chosen **Component Type**. Select a component of your choice from this list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.

7. Provide a report **Timeline**. You can either select a fixed timeline such as 1 hour, 2 days, etc., or choose the *Any* option from the **Timeline** list, and then provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Measure**. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.417). The steps below discuss each of these settings and how they can be customized.

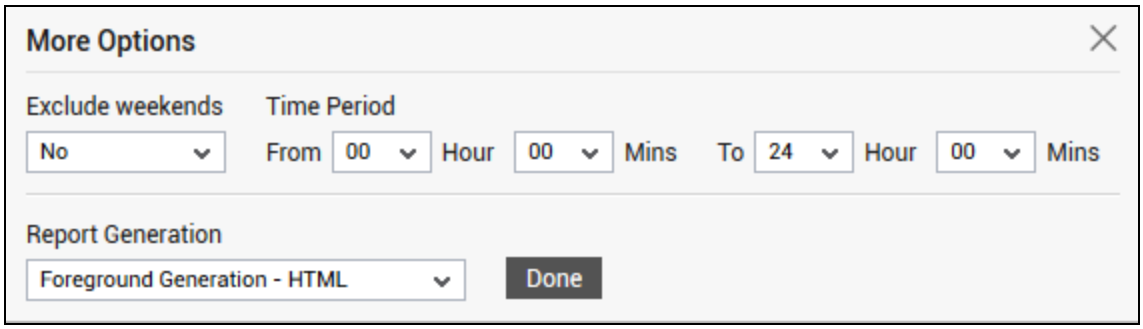


Figure 7.417: The default settings for generating the Slice and Dice Analytics report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[RUM_REPOTRS]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to **Saturday, Sunday** by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say **Friday, Saturday**.
   - Save the file after making the required changes.

10. Next, specify the start time and end time for report generation against the **Time period** field.

11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Click the **Done** button if any changes were made to the **More Options** drop down window.
13. Finally, click the **Run Report** button to generate the report.
14. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.418 will appear as soon as you click the **Run Report** button.

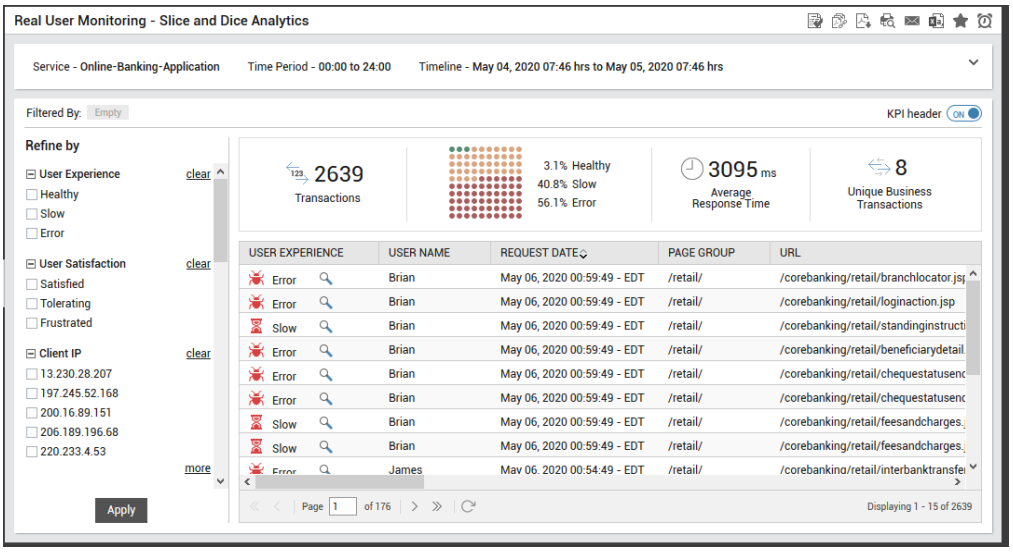


Figure 7.418: The generated Slice and Dice Analytics Report

15. Clicking on a user experience with each page view from the **USER EXPERIENCE** column in Figure 7.418 will lead you to Figure 7.419.

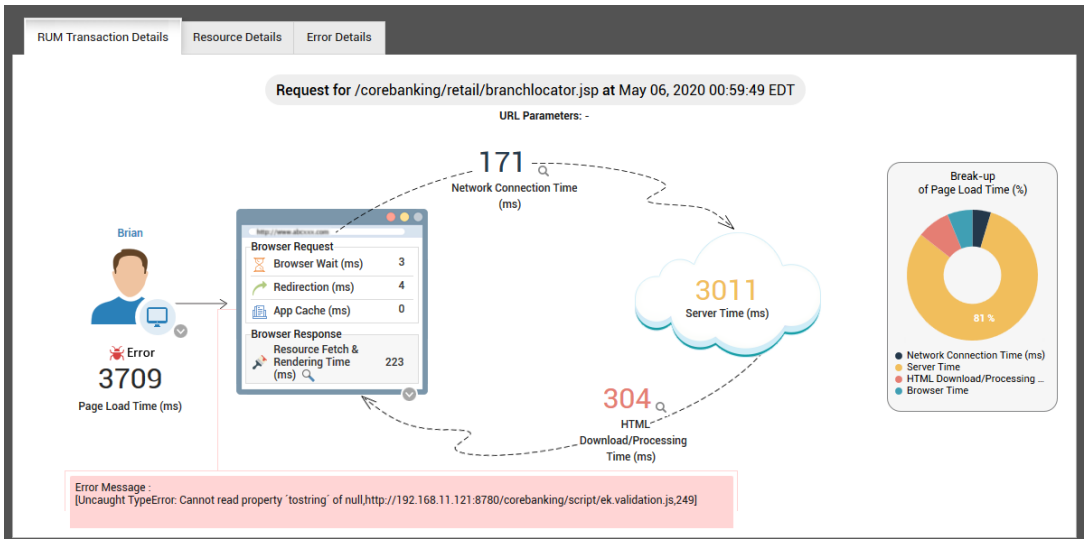


Figure 7.419: The RUM Transaction Details page displaying the entire flow of the page request/transaction

16. By closely analyzing the page request/transaction inFigure 7.419, administrators can figure out where exactly the problem lies in a chosen page request. From the transaction details in Figure 7.419, it is evident that the page load time was higher for the chosen page request/transaction.

17. To determine the resource utilization time spent by the user, you can click on the magnifying glass against in Figure 7.419. This will lead you to Figure 7.420.

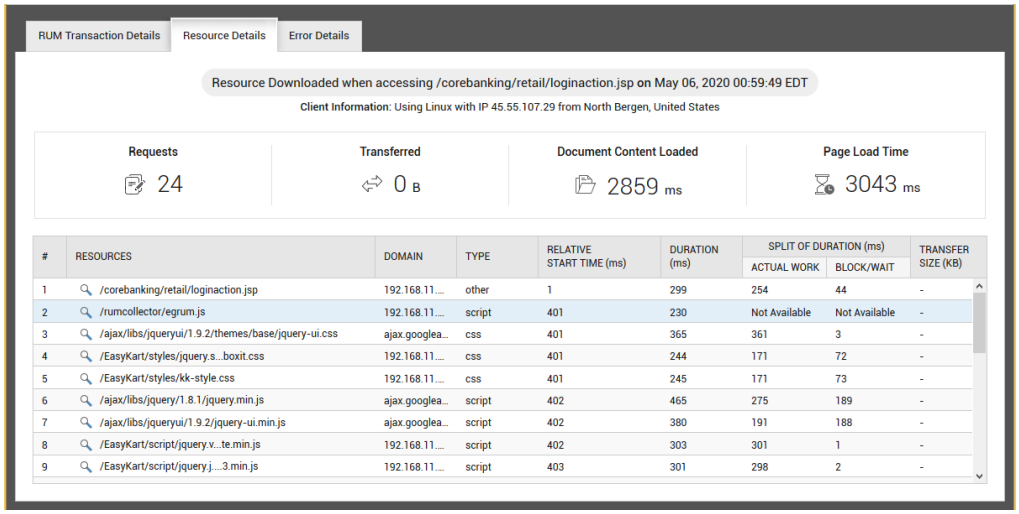


Figure 7.420: The Resource Details tab page revealing the resources that took too long to be downloaded from the server

To know where resource download was bottlenecked, click on the 'magnifying glass' icon alongside the problematic resource in Figure 7.420. Figure 7.421 will then appear.

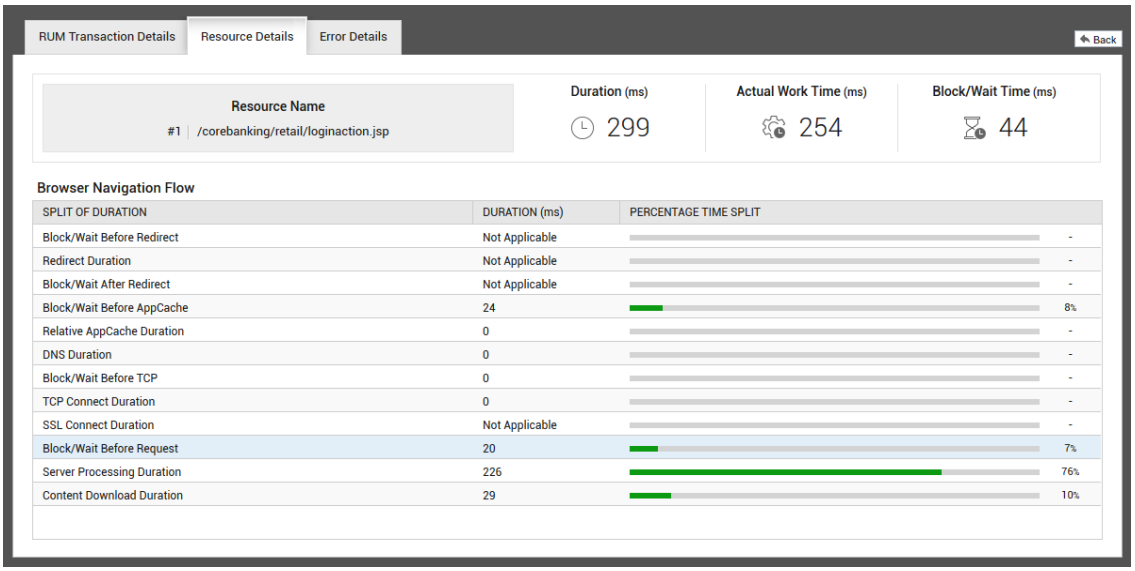


Figure 7.421: Resource fetch time break-up

For a chosen resource, Figure 7.421 quickly reveals where resource download was delayed - on the browser? the network? or the server? If the delay was at the browser or the network, then the granular insights provided by Figure 7.421 will enable web masters to accurately identify the exact browser/network activity that caused resource loading slowness - redirection? AppCaching? browser wait? TCP connection? DNS lookup? or SSL handshake?

18. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.9 BTM Reports

A business transaction represents a type of user request to a web application. For instance, the following types of requests are considered business transactions for an online retail banking application:

- Logging in
- Balance checking
- Funds transfer
- Bill payments
- Logging out

User experience with a web application not only relies on the successful completion of these user requests/transactions, but also on their rapid execution. This is why, even if a single transaction slows down, stalls, or fails, user dissatisfaction with the web application as a whole grows. This in turn may cause user complaints to increase, support costs to sky rocket, and revenues to dip. To avoid such disastrous results, eG Enterprise helps web application administrators monitor every business transaction closely using the eG Java Business Transaction Monitor (BTM) and promptly identify the slow/stalled/failed transactions. Most importantly, administrators can determine where and why these transactions under-performed – i.e., identify the root-cause of poor transaction performance - so that the problem can be quickly resolved before users begin doubting the stability of the web application.

While the eG Java Business Transaction Monitor (BTM) capability captures business transactions in real-time, the BTM Reports category offered by the eG Enterprise Suite helps the administrators historically analyze the following:

- The overall health of the Business transactions in real-time;
- The top business transactions in terms of response time, popularity, errors and slowness;
- The health of the business transactions on a particular date/day.

The forthcoming sections will elaborately discuss each report presented in this category.

7.3.9.1 Business Transaction Monitoring - Overview Report

Measuring business transaction performance in real-time and capturing transaction slowness instantly, is important. More important is to be wary of consistent transaction failures. Using this report, you can historically analyze the performance of individual business transactions to a web site / web application. In the process, you can quickly identify transactions that have been consistently slow or have encountered errors very often. Such transactions can then be marked for closer scrutiny.

To generate this report, do the following:

1. Follow the menu sequence: REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Overview. Figure 7.422 will then appear.

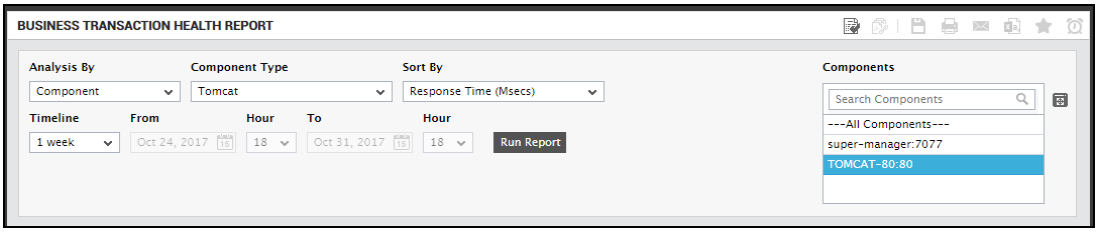


Figure 7.422: Specifying the criteria for generating the Overview report

2. In Figure 7.422 that appears, select a criterion for analysis from the **Analysis By** list box. Using this report, you can analyze the business transactions performed on one/more components that are managed in your environment, or those that are part of a segment, service, or a zone. The options provided by the **Analysis By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment. For instance, for a report on the business transactions performed on all the managed Tomcat servers in the environment, select *Tomcat* from the **Component Type** list, select **Component** from the **Analysis By** list, and then select all the servers listed in the **Components** list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the virtual hosts to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

3. Next, select a parameter based on which the business transactions should be listed in the report from the **Sort By** list. For instance, if you wish to view the business transactions that are slow,

then, choose the **Slow** option from this list. The report will then display the slowest business transactions on the top of the list followed by other transactions in descending order.

4. By default, this report is generated for all business transactions. To this effect, *All* option is chosen from the **Business Transactions** list. Administrators can filter the business transactions based on their interest. For instance, if you wish to filter the transactions that end with *.jsp*, you can choose *that EndsWith* option from this list and type *.jsp* in the text box that appears near the list.
5. Then, specify the **Timeline**. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.423). The steps below discuss each of these settings and how they can be customized.

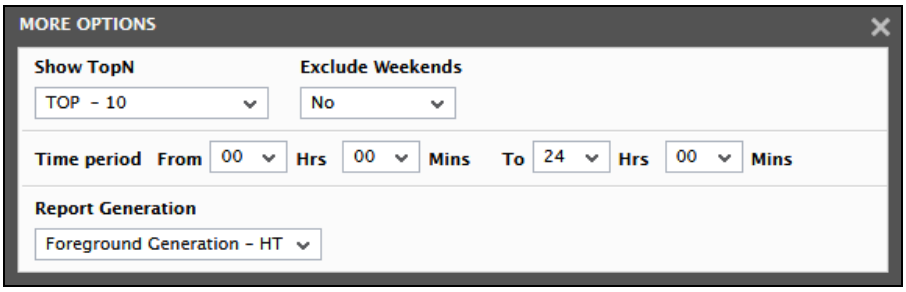


Figure 7.423: The default settings for generating an Overview report

7. By default, this report lists the performance of the Top 10 business transactions. If you wish to generate the report for the number of business transactions of your choice, then, you may do so by selecting an option from the **Show TopN** list box.
8. Next, indicate the report **Time period**.
9. If the time period specified for the report needs to exclude the data collected during the weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday*,*Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday*,*Saturday*.
   - Save the file after making the required changes.
10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

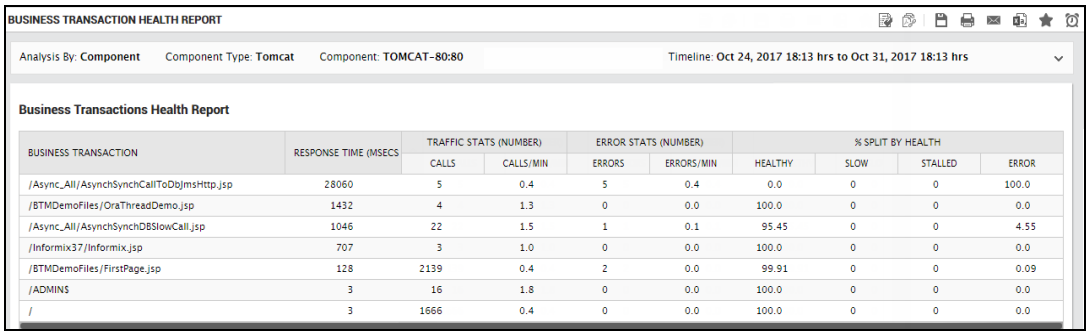
    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_ report.ini** file (in the <EG_ INSTALL_

DIR>\manager\config directory) is set to **Yes**.

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Click the **Done** button if any changes were made to the **More Options** drop down window.
12. Finally, click the **Run Report** button to generate the report.
13. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.424 will appear as soon as you click the **Run Report** button.



BUSINESS TRANSACTION HEALTH REPORT

Analysis By: **Component** Component Type: **Tomcat** Component: **TOMCAT-80:80** Timeline: **Oct 24, 2017 18:13 hrs to Oct 31, 2017 18:13 hrs**

Business Transactions Health Report

BUSINESS TRANSACTION	RESPONSE TIME (MSECS	TRAFFIC STATS (NUMBER)		ERROR STATS (NUMBER)		% SPLIT BY HEALTH			
		CALLS	CALLS/MIN	ERRORS	ERRORS/MIN	HEALTHY	SLOW	STALLED	ERROR
/Async_All/AsynchSynchCallToDbJmsHttp.jsp	28060	5	0.4	5	0.4	0.0	0	0	100.0
/BTMDemoFiles/OraThreadDemo.jsp	1432	4	1.3	0	0.0	100.0	0	0	0.0
/Async_All/AsynchSynchDBSlowCall.jsp	1046	22	1.5	1	0.1	95.45	0	0	4.55
/Informix37/Informix.jsp	707	3	1.0	0	0.0	100.0	0	0	0.0
/BTMDemoFiles/FirstPage.jsp	128	2139	0.4	2	0.0	99.91	0	0	0.09
/ADMIN$	3	16	1.8	0	0.0	100.0	0	0	0.0
/	3	1666	0.4	0	0.0	100.0	0	0	0.0

Figure 7.424: The Business Transactions Monitoring - Overview Report

14. Using the generated report (see Figure 7.424), you can easily identify the health/performance of the business transactions. For each business transaction to a web site/web application, the response time, the traffic statistics, the error statistics and the health are reported. Using these statistics, you can figure out the transactions that have been consistently slow or have encountered errors very often.

7.3.9.2 Health Trend Report

Administrators of an environment may often wish to know how healthy the business transactions were over a period of time and on which date/time the business transactions were slow and error-

prone. This analysis would help administrators in figuring out the root cause of why the transactions were slow and error-prone. The Health Trend report helps administrators in such analysis.

This report helps administrators generate a historical analysis of the transaction health and figure out how many transactions were healthy, slow, stalled and error-prone. The exact day/date and time of when the transactions were slow, error-prone and stalled can be identified with ease using this report.

In order to generate the Health Trend report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Health Trend*.
2. Figure 7.425 then appears. In Figure 7.425, select a criterion for analysis from the **Analysis By** list box.

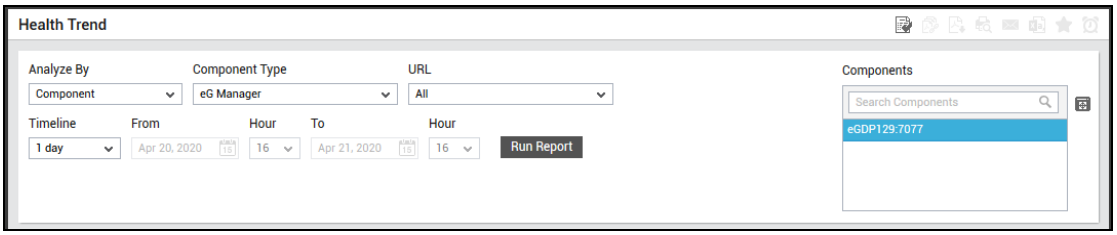


Figure 7.425: Specifying the criteria for the Health Trend report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analysis By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analysis By** list box, and then pick the **Segment** from the drop-down list that appears.

- **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analysis By**, and then pick the required **Service** from the drop-down list that appears.

4. Then, select a component type for which you wish to generate the report from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Select the business transaction for which the report is to be generated for a chosen time period from the **URL** list. By default, *All* option is chosen from this list.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick

one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.426). The steps below discuss each of these settings and how they can be customized.

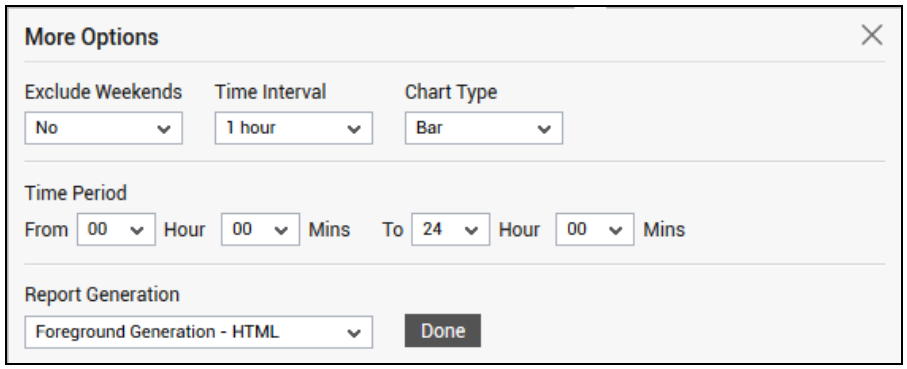


Figure 7.426: The default settings for generating the report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
   - Save the file after making the required changes.

10. Specify the **Time Interval** for which this report is to be generated. By default, the **Time Interval** is *1 day*. This implies that the URLs are consolidated together and the graph of this report is plotted for each day. If you choose *30 mins* from the **Time Interval** list, then the graph will be plotted for every 30 minutes.

    Note:

    If you have chosen a **Timeline** of *1 week* and above, it is **not** advisable to choose *30 mins* and *1 hour* options from the **Time Interval** list.

11. From the **Chart Type** list, specify whether you wish to generate the report as a bar graph or as an area chart. By default, **Bar** option is chosen from this list indicating that the report will be generated as a bar graph, by default.
12. Next, indicate the report **Time period**.

    Note:

    By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

13. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

14. Finally, click the **Run Report** button to generate the report.
15. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.427 will appear as soon as you click the **Run Report** button.

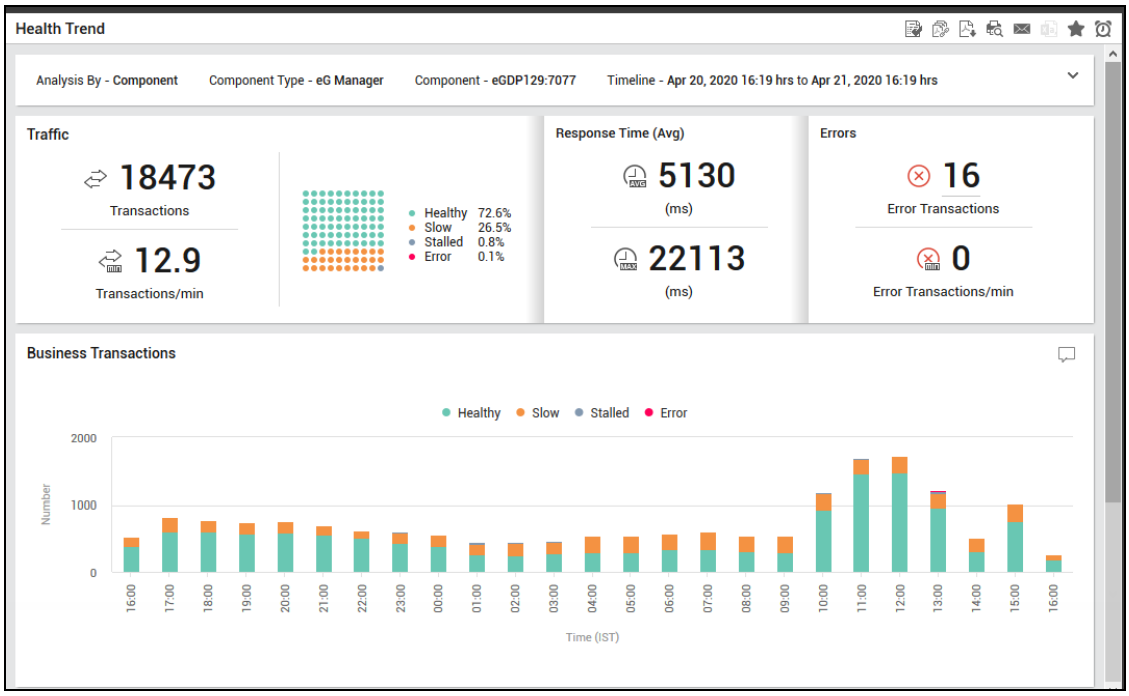


Figure 7.427: The Health Trend report

16. From the **Traffic** section of Figure 7.427, you can figure out the total number of transactions performed for the chosen component. The Heat map chart in this section helps administrators in identifying the health of the transactions, in percentage. The percentage of slow and error-prone transactions can also be inferred from this chart.
17. The average response time and the maximum response time (the **Response Time** section in Figure 7.427) of the business transactions help administrators with an overview of the time spent on a business transaction.
18. The **Errors** section helps administrators identify the count of error-prone transactions.
19. From the Business Transactions section in Figure 7.427, you can figure out the health of the URLs of the chosen components on each day. Hovering over each bar provides you with the exact number of transactions that were healthy, slow, error-prone and stalled. Clicking on the icon against each type of transaction will lead you to the Section **7.3.9.5**.
20. If you have chosen *Area* option from the **Chart Type** list of Figure 7.426, then the report will be generated as shown in Figure 7.428.

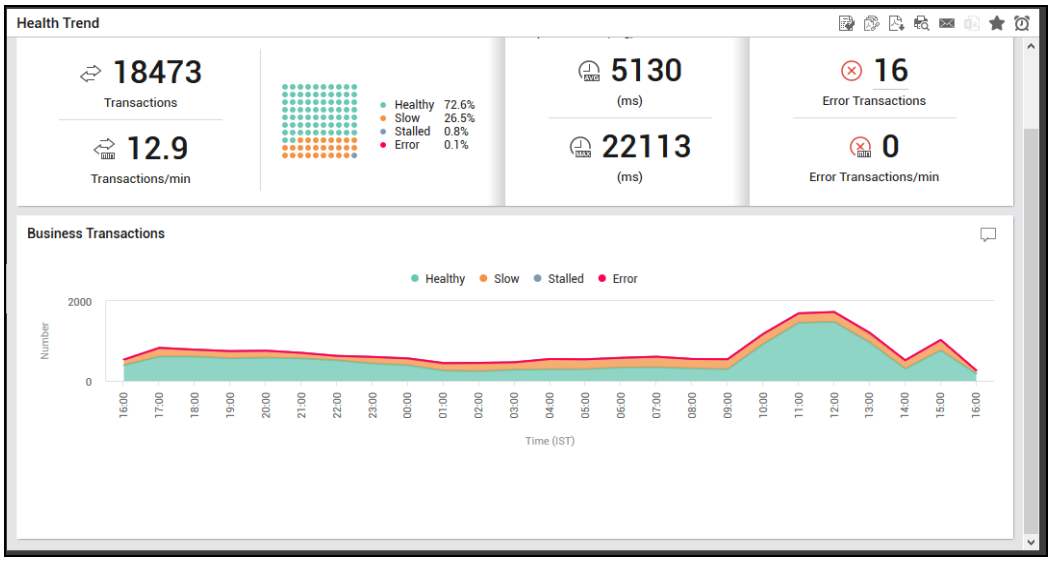


Figure 7.428: The report that appears when Area option is chosen from the Chart Type list

21. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.9.3 Load vs Response Time Analysis Report

Administrators may often wish to know how healthy the business transactions were over a period of time and on which date/time the business transactions were slow and error-prone. They would also wish to analyze the business transaction load over a period of time. This analysis would help administrators in figuring out the root cause of why the transactions were slow and error-prone and when exactly the transactions were slow. Additionally, administrators may want to historically analyze which server was contributing more load in terms of business transaction. The Load vs Response Time Analysis report helps administrators in such analysis.

This report helps administrators generate a historical analysis of the transaction health and figure out how many transactions were healthy, slow, stalled and error-prone with respect to the response time. The exact day/date and time of when the transactions were slow, error-prone and stalled can

be identified with ease using this report. The server that is contributing the most in terms of business transactions can be identified and the load of the server can be analyzed. This report also offers insights into the top business transactions over a period of time.

In order to generate the Load vs Response Time Analysis report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Load vs Response Time Analysis*.
2. Figure 7.429 then appears. In Figure 7.429, select a criterion for analysis from the **Analyze By** list box.

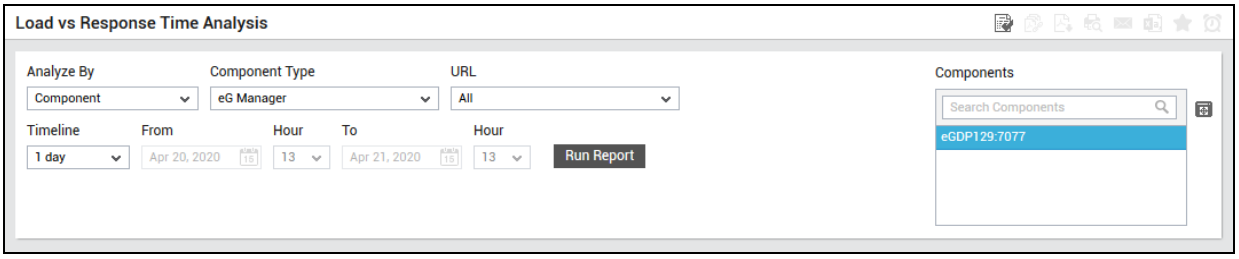


Figure 7.429: Specifying the criteria for the Load vs Response Time Analysis report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analyze By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analyze By** list box, and then pick the **Segment** from the drop-down list that appears.
   - **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analyze By**, and then pick the required **Service** from the drop-down list that appears.

4. Then, select a component type for which you wish to generate the report from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Select the business transaction for which the report is to be generated for a chosen time period from the **URL** list. By default, *All* option is chosen from this list.
7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.430). The steps below discuss each of these

settings and how they can be customized.

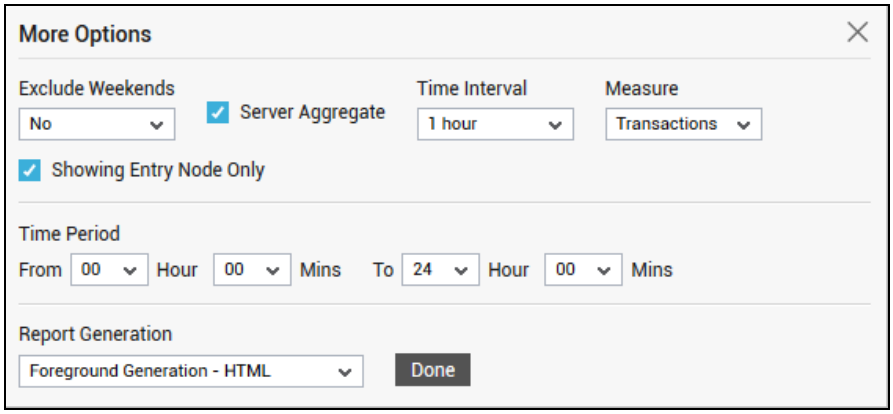


Figure 7.430: The default settings for generating the report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
   - Save the file after making the required changes.

10. By default, the check box in front of the **Server Aggregate** option is chosen indicating that the business transactions over a period of time will be consolidated for all the components chosen from the **Component** list in the generated report. However, if you uncheck this option, then, the generated report will show the business transactions for each individual component.

11. Specify the **Time Interval** for which this report is to be generated. By default, the **Time Interval** is *1 day*. This implies that the URLs are consolidated together and the graph of this report is plotted for each day. If you choose *30 mins* from the **Time Interval** list, then the graph will be plotted for every 30 minutes.

    Note:

If you have chosen a **Timeline** of *1 week* and above, it is **not** advisable to choose *30 mins* and *1 hour* options from the **Time Interval** list.

12. By default, **Transactions** option is chosen from the **Measures** list indicating that the report will be generated based on the transactions performed on the server over a period of time. However, in environments where more transactions are performed per minute, administrators may want to analyze the load of the server by analyzing the transactions performed per minute. For this purpose, administrators can choose the **Transactions/min** option from the **Measure** list.
13. By default, the check box in front of the **Showing Entry Node Only** option is checked indicating that the report is generated only for the first transaction performed by the user on the chosen component. However, if you wish to generate the report for all the business transactions, then, you may uncheck the check box.
14. Next, indicate the report **Time period**.

    Note:

    By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

15. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for

the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

16. Finally, click the **Run Report** button to generate the report.
17. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.431 will appear as soon as you click the **Run Report** button.

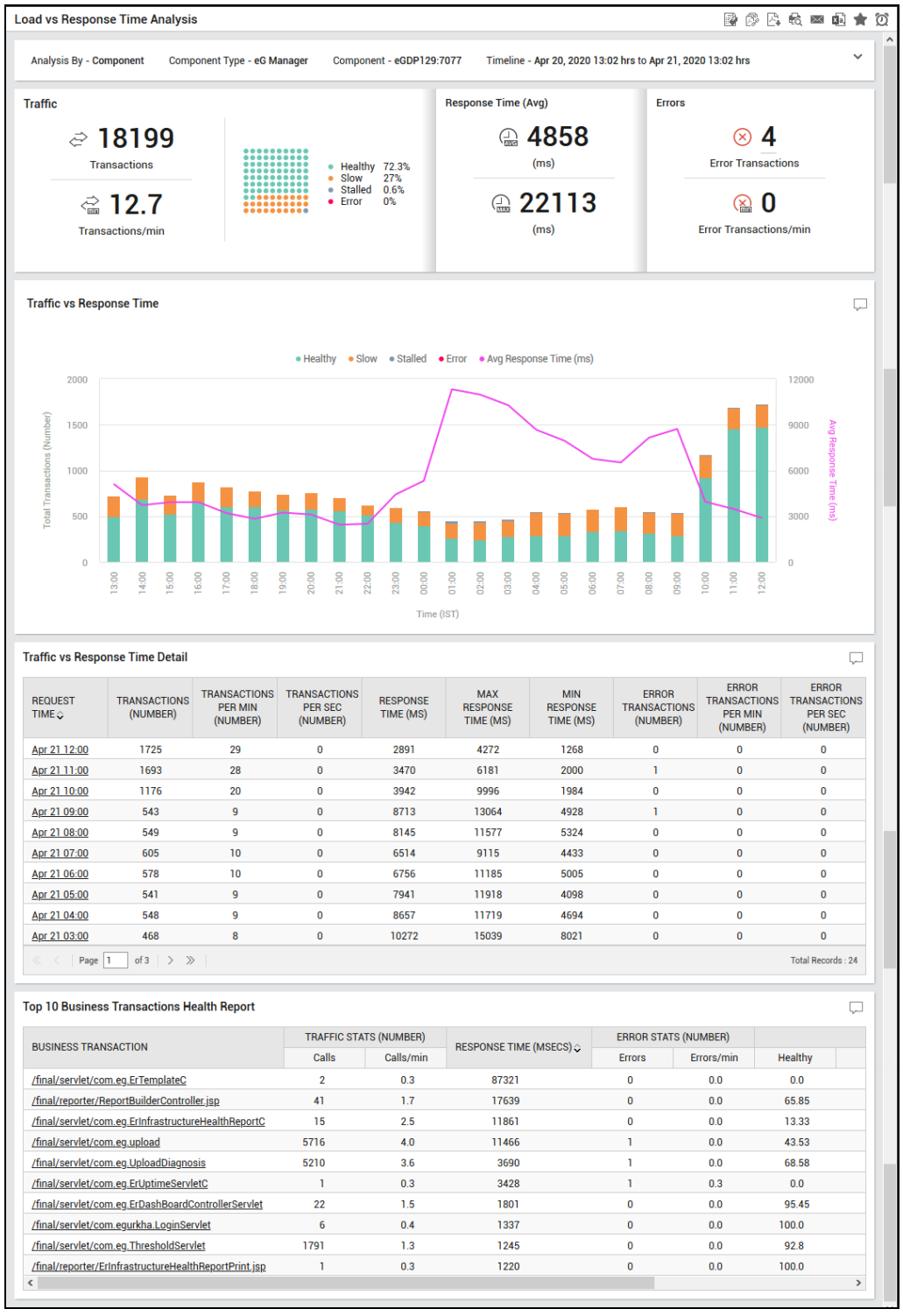


Figure 7.431: The generated Load vs Response Time Analysis report

18. From the **Traffic** section of Figure 7.431, you can figure out the total number of transactions performed for the chosen component. The Heat map chart in this section helps administrators in

identifying the health of the transactions, in percentage. The percentage of slow and error-prone transactions can also be inferred from this chart.

19. The average response time and the maximum response time (the **Response Time** section in Figure 7.431) of the business transactions help administrators with an overview of the time spent on a business transaction.
20. The **Errors** section helps administrators identify the count of error-prone transactions.
21. From the **Traffic vs Response Time** section in Figure 7.431, you can figure out the health of the URLs of the chosen components and the response time taken for the transactions to complete over a period of time. Hovering over each bar provides you with the exact number of transactions that were healthy, slow, error-prone and stalled. Clicking on the icon against each type of transaction will lead you to the Section **7.3.9.5**.
22. The **Traffic vs Response Time Detail** section will list count of transactions initiated over a period of time on each server, provides insights into the maximum response time and minimum response time of the server for the transactions. The count of error prone transactions for each server is also captured and reported. Clicking on the date/time in the **REQUEST TIME** column will lead you to the Section **7.3.9.5**.
23. The Top 10 Business Transactions Health Report section in Figure 7.431 lists the top business transactions performed on the server over a period of time. Using this section, administrators can figure out if the transaction was healthy, slow or error-prone. Clicking on a business transaction will lead you to the Section **7.3.9.5**.
24. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.9.4 Top Business Transactions Report

This report helps administrators identify, at a glance, transactions that are popular, slow, and error-prone.

In order to generate the **Top Business Transactions** report, do the following:

1. Select the **Top Business Transactions** option from the **BTM Reports** node of the **REPORTS BY FUNCTION** tree.
2. In Figure 7.432 that appears, select a criterion for analysis from the **Analysis By** list box.

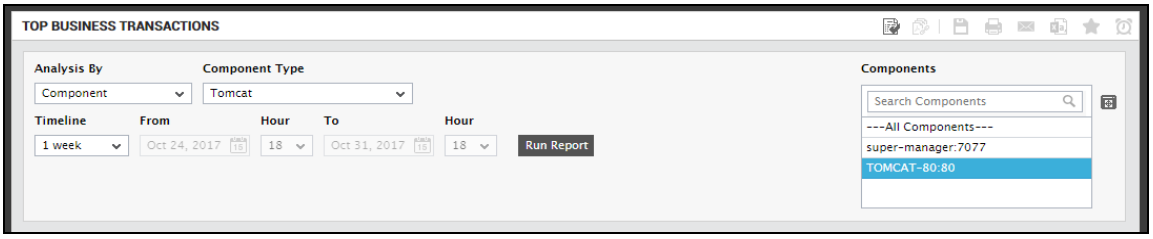


Figure 7.432: Specifying the criteria for the Top Business Transactions report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analysis By** list box are discussed hereunder:
   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for tracing the top business transactions on one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analysis By** list box, and then pick the **Segment** from the drop-down list that appears.
   - **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analysis By**, and then pick the required **Service** from the drop-down list that appears.
4. Next, select the component type of your choice from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the

Components list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.

6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.433). The steps below discuss each of these settings and how they can be customized.

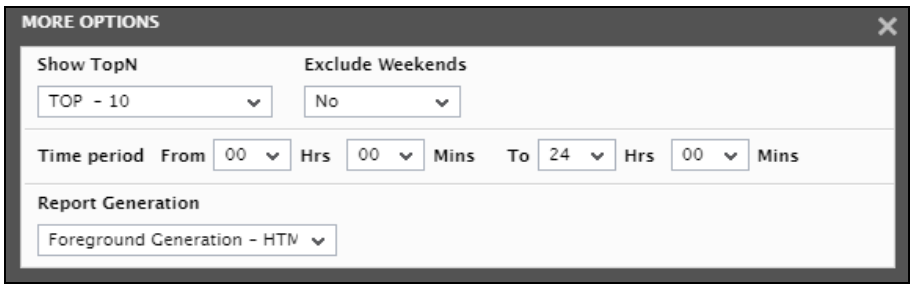


Figure 7.433: The default settings for generating the Top Business Transactions reports

8. By default, the report lists the Top-10 business transactions that were slow, stalled, popular and the business transactions based on response time for the chosen **Component**. You can choose a different top-n / last-n option from the **Show TopN** list, if need be.

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
   - Save the file after making the required changes.

10. Next, indicate the report **Time period**.

    Note:

    By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_ report.ini** file (in the <EG_ INSTALL_ DIR>\manager\config directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report**

Generation list will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the **{EG_INSTALL_DIR}\manager\config** directory) is set to **Yes**.

12. Finally, click the **Run Report** button to generate the report.
13. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.434 will appear as soon as you click the **Run Report** button.

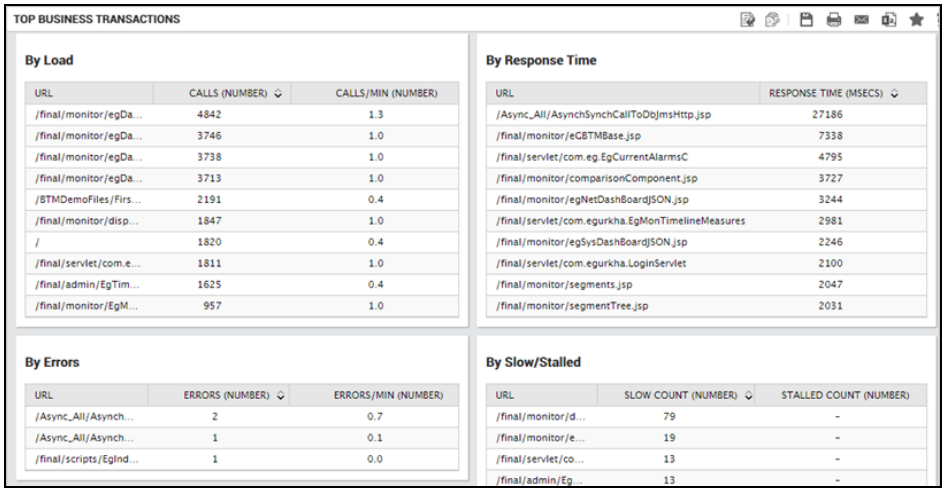


Figure 7.434: The Top Business Transactions Report

14. The generated report (see Figure 7.434) consists of four sections as follows:

- The **By Load** section reports the top 10 business transactions that were popular/high on load.
- The **By Response Time** section lists the top 10 business transactions that were taking too long to respond.
- The **By Errors** section lists the top 10 business transactions that were error-prone.
- The **By Slow/Stalled** section lists the top 10 business transactions that were slow or stalled in the target environment.

15. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it

in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.9.5 Business Transaction Monitoring - Slice and Dice Analytics Report

By default, the Slice and Dice Analytics report provides administrators with an overview of the user experience with a web application, for a given period of time in the past. Besides displaying the total number of transactions that were performed on the chosen web application during the given period, the report also reveals the percentage of transactions that were healthy, slow, and error-prone, thus clearly indicating to administrators if overall user experience with the web application was satisfactory or not. Additionally, the report also allows administrators to easily pick and choose what perspectives to user experience they want to view and analyze in the report. For instance, administrators can choose to focus on slow pages alone, or historically analyze how specific page groups / URLs have performed over time. Likewise, they may need insights on page view requests coming from specific client IP addresses. This report supports such granular/focused analysis as well, so that administrators can view only what they want to in the report, exclude statistics that may distract them, isolate bottlenecks to user experience quickly and precisely, and troubleshoot efficiently.

In order to generate the Slice and Dice Analytics report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Slice and Dice Analytics*.
2. Figure 7.435 then appears. In Figure 7.435, select a criterion for analysis from the **Analyze By** list box.

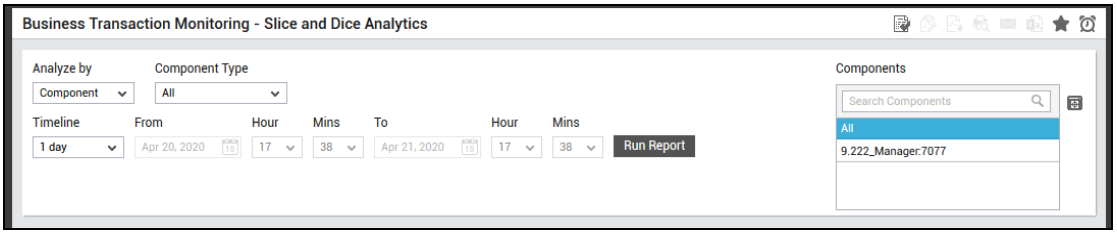


Figure 7.435: Specifying the criteria for the Slice and Dice Analytics report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analyze By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analyze By** list box, and then pick the **Segment** from the drop-down list that appears.
   - **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analyze By**, and then pick the required **Service** from the drop-down list that appears.

4. Then, select a component type for which you wish to generate the report from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only,

then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.436). The steps below discuss each of these settings and how they can be customized.

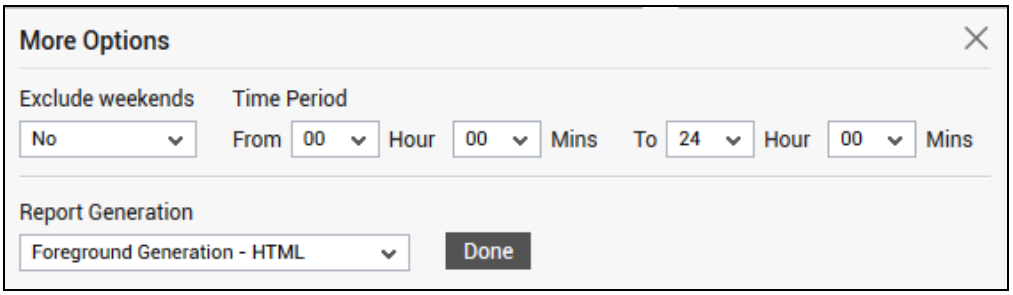


Figure 7.436: The default settings for generating the report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-

separated list of other days of the week - say *Friday,Saturday*.

- Save the file after making the required changes.

9. Next, indicate the report **Time period**.

   Note:

   By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Click the **Done** button if any changes were made to the **More Options** drop down window.
12. Finally, click the **Run Report** button to generate the report.
13. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.437 will appear as soon

as you click the **Run Report** button.

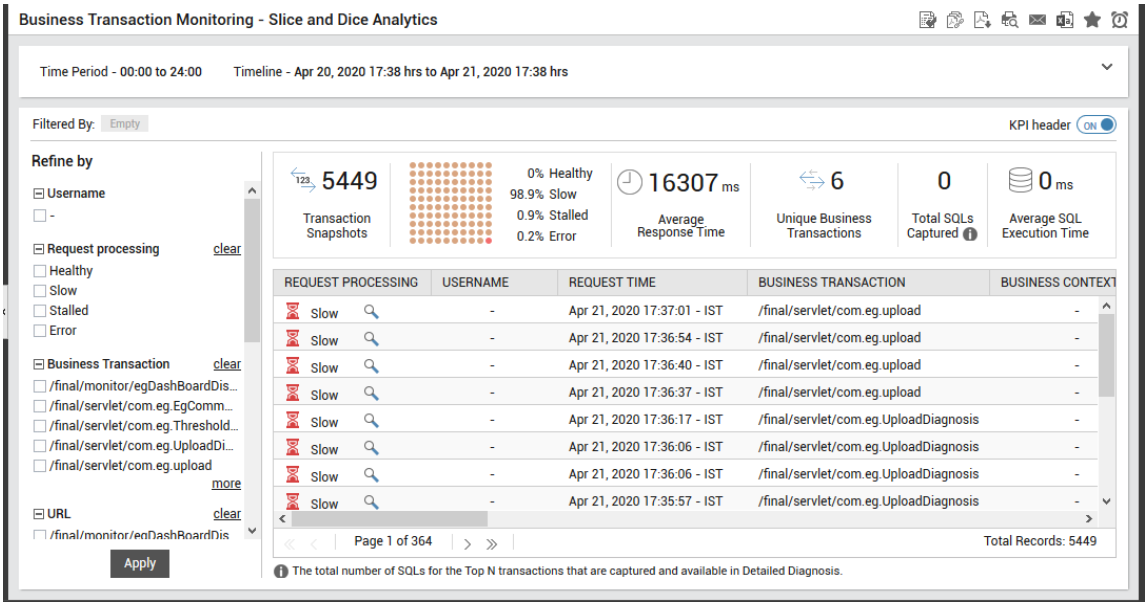


Figure 7.437: The generated Slice and Dice Analytics Report

14. Clicking on a type of transaction from the **REQUEST PROCESSING TIME** column of Figure 7.437 will lead you to Figure 7.438.

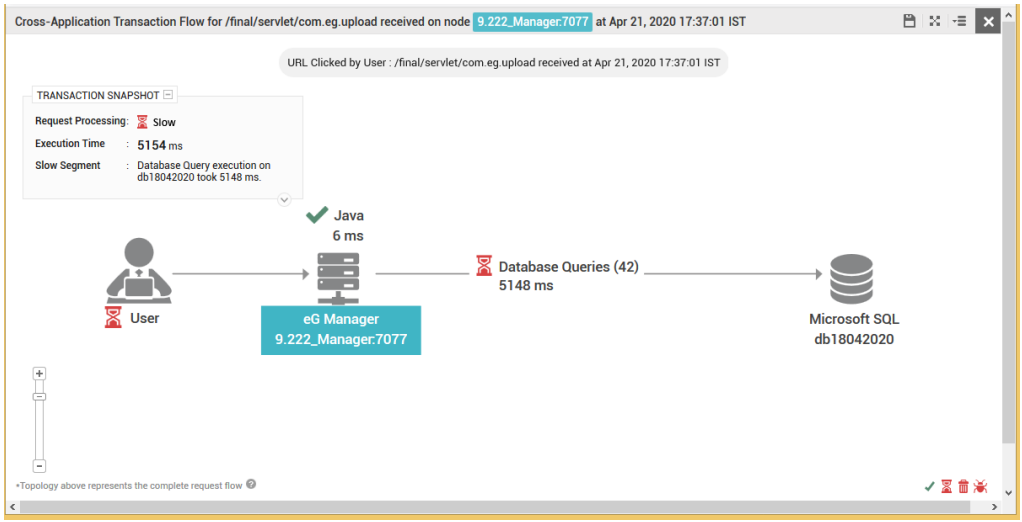


Figure 7.438: The Cross Application Transaction flow of the chosen type of transaction

15. By closely analyzing the transaction flow in Figure 7.438, administrators can figure out where exactly the problem lies in a chosen slow/stalled/error-prone transaction. From the transaction

flow in Figure 7.438, it is evident that the transaction slowed down on the Microsoft SQL server due to inefficient database queries.

16. Clicking on the Java Application in Figure 7.438 will lead you to Figure 7.439.

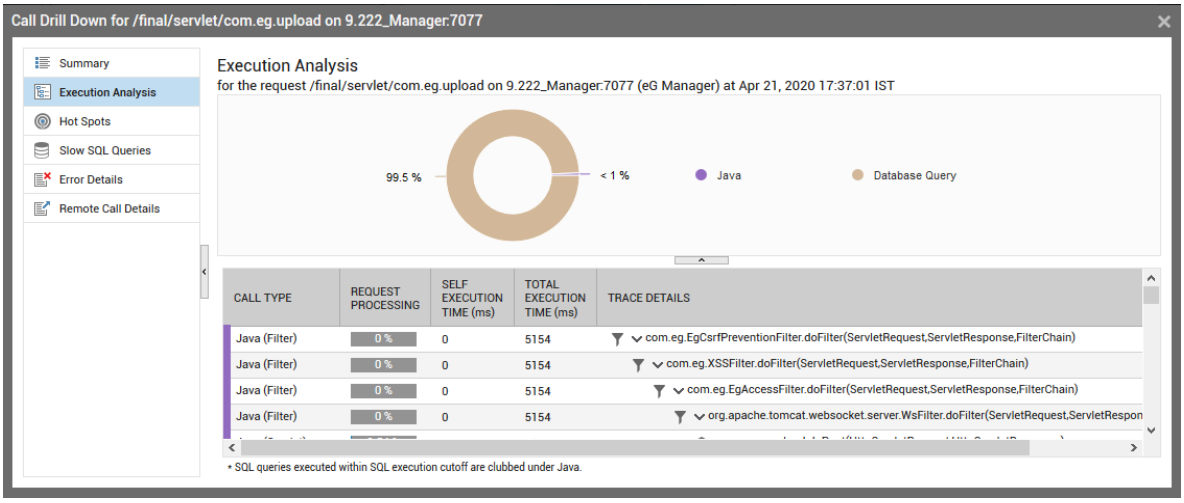


Figure 7.439: The Execution Analysis of the call

Figure 7.439 provides a detailed Execution Analysis of the synchronous call. As part of this analysis, a pie chart is presented that quickly reveals the percentage of time the Java application in our example spent processing the server's Java code and making external database query calls. The table below the pie chart in Figure 7.439 lists the exact methods that performed Java processing or made the remote calls.

Drilling down from Database Query in Figure 7.438 automatically opens the list of SQL Queries executed by the slow transaction in question (see Figure 7.440).

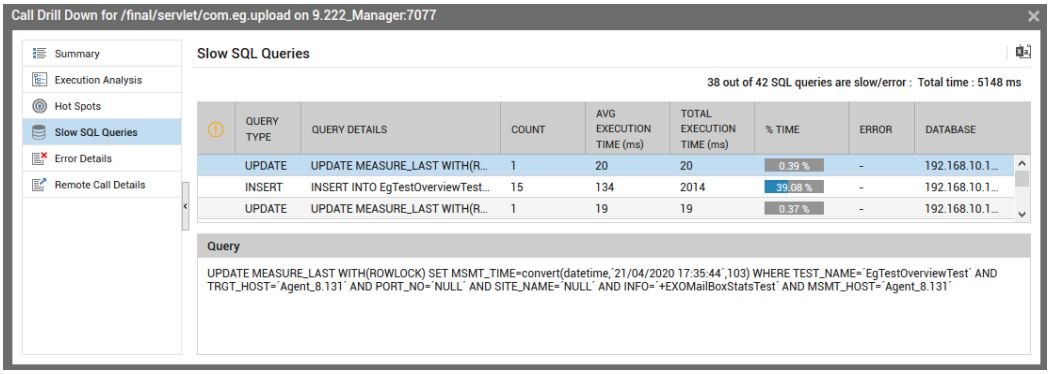


Figure 7.440: Analyzing the slow query

The execution time of each query and what percentage of the total response time of the transaction each query is consuming will be displayed here. From Figure 7.440, it is evident that a INSERT INTO. . . query is taking over 2014 milliseconds for execution – this is apparently 39.08% of the total response time of the target transaction. This time-consuming query is what is causing the transaction to slow down. To view the complete query, click on that query in the SQL Queries list of Figure 7.440. The detailed query will then be displayed in the Query section of Figure 7.440.

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.9.6 Code-level Exceptions Report

Use the Code-level Exceptions report offered by eG Enterprise to map exceptions encountered with the business transaction URLs. This report allows the application teams to easily understand which URLs were affected due to a code-level exception and what were the exceptions that were frequently encountered by a business transaction.

In order to generate the Code-level Exceptions report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Code-level Exceptions*.
2. Figure 7.441 then appears. In Figure 7.441, select a criterion for analysis from the **Analysis By** list box.

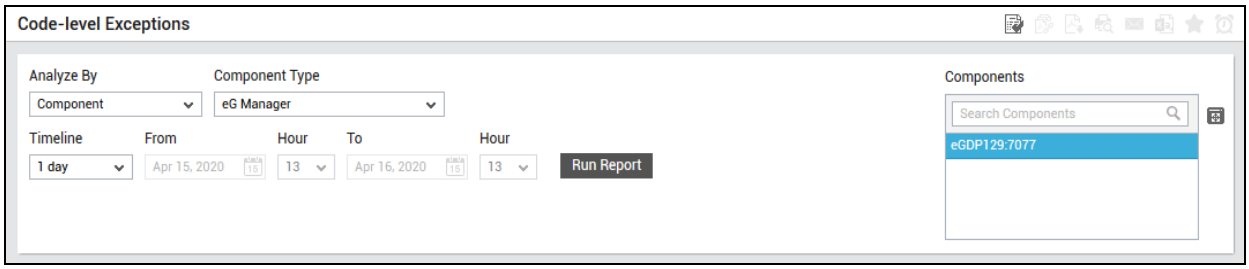


Figure 7.441: Specifying the criteria for generating the Code-level Exceptions report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analysis By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analysis By** list box, and then pick the **Segment** from the drop-down list that appears.
   - **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analysis By**, and then pick the required **Service** from the drop-down list that appears.

4. Then, select a component type for which you wish to generate the report from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Select the business transaction for which the report is to be generated for a chosen time period from the **URL** list. By default, *All* option is chosen from this list.

7. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

8. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.442). The steps below discuss each of these settings and how they can be customized.

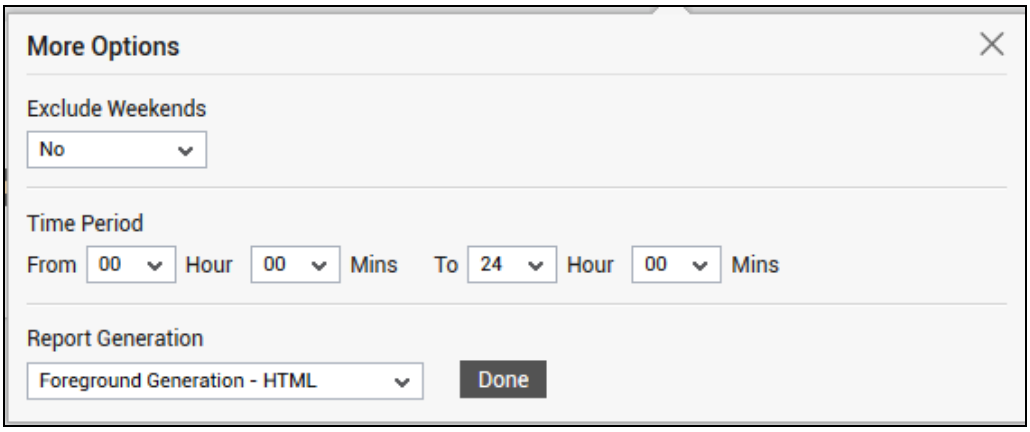


Figure 7.442: The default settings for generating the report

9. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
   - Save the file after making the required changes.

10. Next, indicate the report **Time period**.

    Note:

    By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_ INSTALL_ DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

11. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This

saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

12. Finally, click the **Run Report** button to generate the report.
13. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.443 will appear as soon as you click the **Run Report** button.

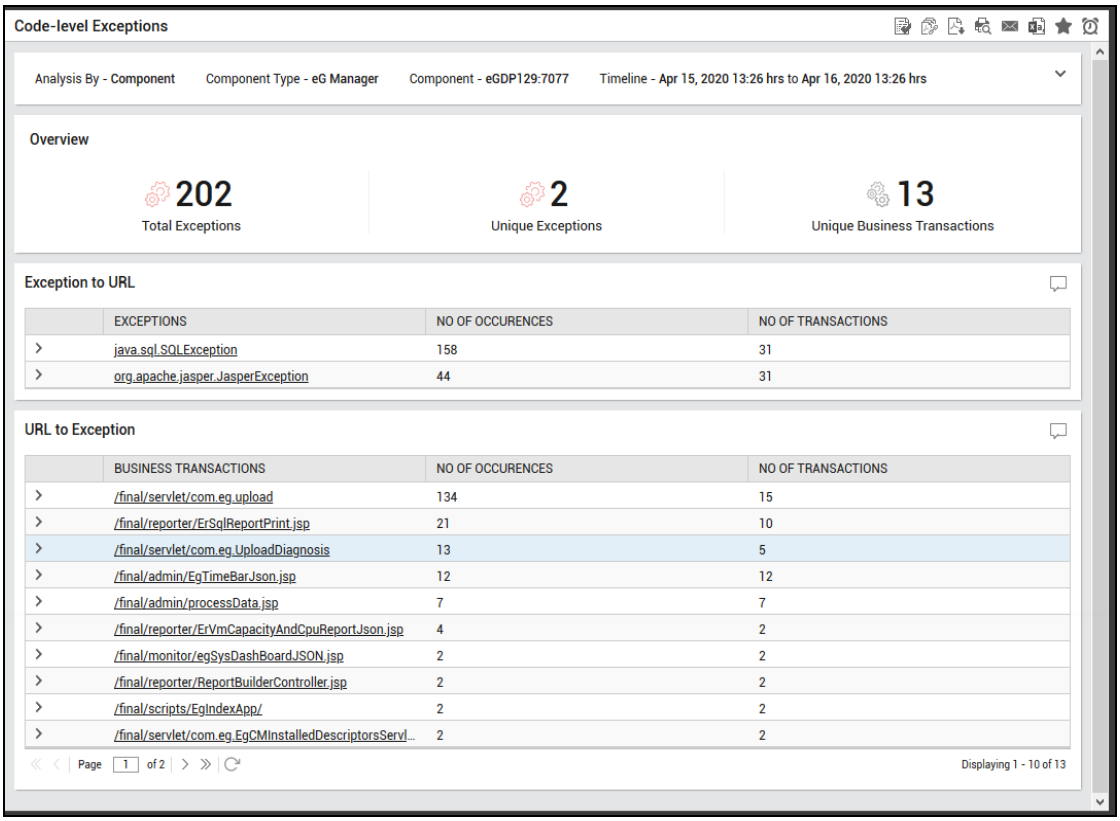


Figure 7.443: The Code-level Exceptions report

14. From the **Overview** section of the generated report, you can easily identify the total number of code-level exceptions that occurred, the unique exceptions that were encountered and the unique business transaction URLs. This section provides you an overview of the health of your environment with respect to the exceptions raised in the environment.

15. The **Exception to URL** section lists all the unique exceptions encountered in the target environment. The number of times each exception occurred and the number of business transactions that were affected due to the exception can be identified. Further drilling down each exception will lead you to Figure 7.444 which lists all the URLs that were affected by the exception and the number of times the exception occurred on the URL and the number of transactions that contained the URL.

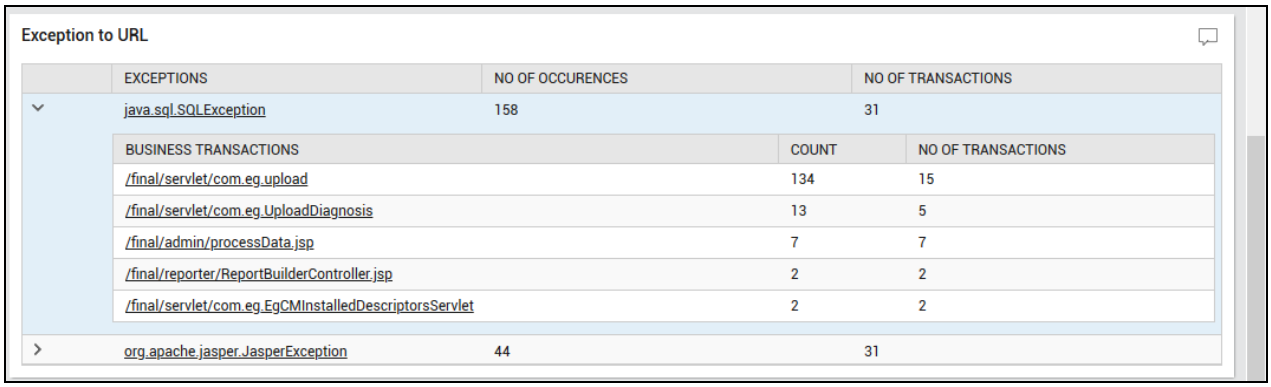


Figure 7.444: Drilling down an exception to figure out the affected business transaction URLs

16. The **URL to Exception** section lists all the unique business transaction URLs, offers insights in to the count of exceptions that were captured on the business transaction URLs and the count of business transactions that were affected by the exceptions. Further drilling down each URL will lead you to Figure 7.445.

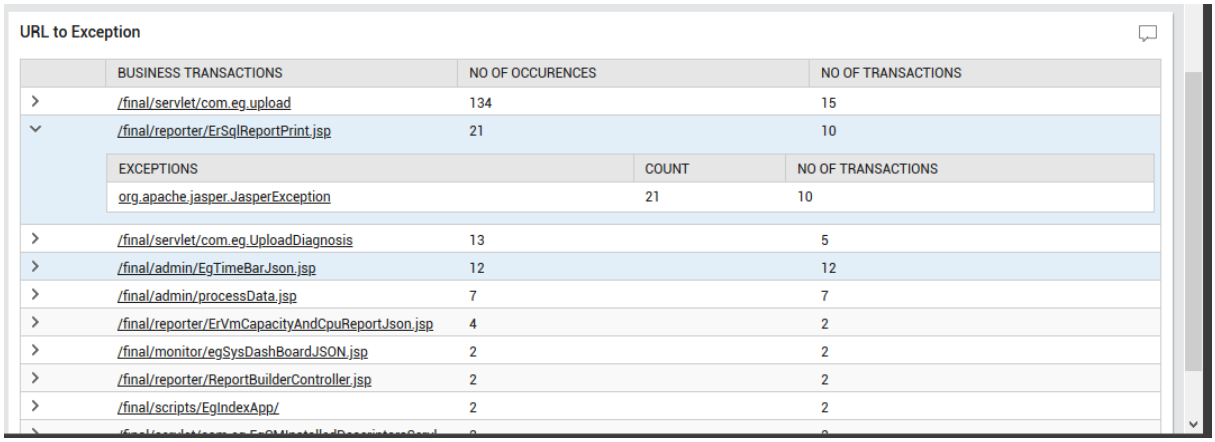


Figure 7.445: Drilling down the URLs to figure out the frequently encountered exceptions

From Figure 7.445, you can easily identify the exception that had been frequently encountered by a business transaction URL.

17. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully

icon in that page.

7.3.9.7 Unique User / Session Analysis Report

In environments where multiple business transactions are initiated, administrators should fairly have an idea of which user is initiating the business transaction and through which session the transaction was initiated. The Unique User / Session Analysis report helps administrators understand the user load to each transaction in correlation with the response time. Also, this report helps application architects in optimizing performance and capacity needs.

In order to generate the Transaction Health Analysis report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Unique User / Session Analysis*.
2. Figure 7.446 then appears. In Figure 7.446, select a criterion for analysis from the **Analyze By** list box.

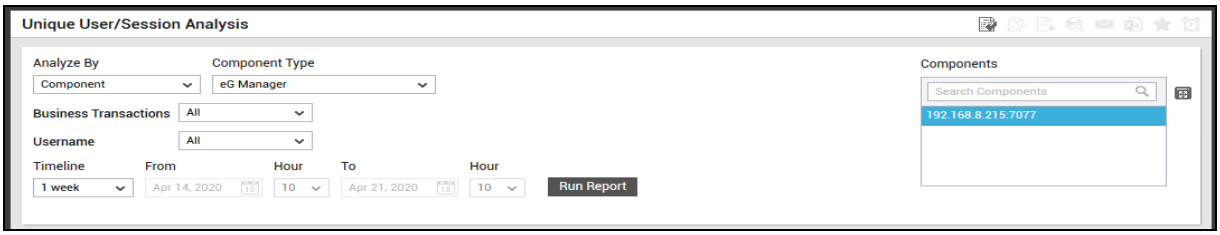


Figure 7.446: Specifying the criteria for the Unique User / Session Analysis report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analyze By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.

- **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analyze By** list box, and then pick the **Segment** from the drop-down list that appears.
- **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analyze By**, and then pick the required **Service** from the drop-down list that appears.

4. Then, select a component type for which you wish to generate the report from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Select the business transaction for which the report is to be generated for a chosen time period from the **Business Transactions** list. By default, *All* option is chosen from this list.
7. Then, select the user whose business transactions are to be generated as a report from the **Username** list. By default, *All* option is chosen from this list.
8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.447). The steps below discuss each of these settings and how they can be customized.

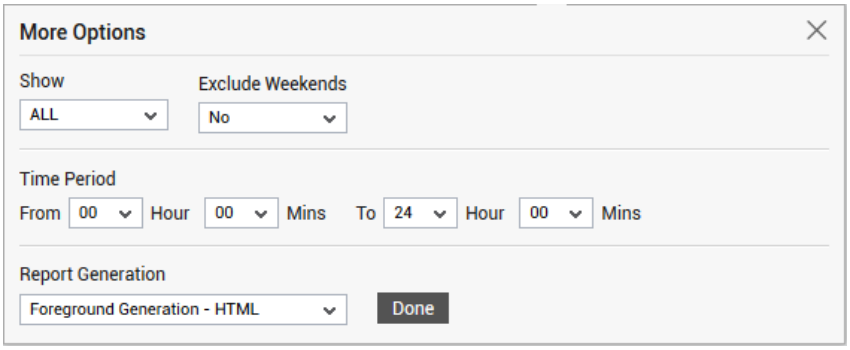


Figure 7.447: The default settings for generating the report

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
    - Save the file after making the required changes.

11. Next, indicate the report **Time period**.

    Note:

By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_INSTALL_DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

    Note:

    - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
    - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button to generate the report.
14. If the **Report type** is **Foreground Generation - HTML**, then 7.3.9.7 will appear as soon as you click the **Run Report** button.

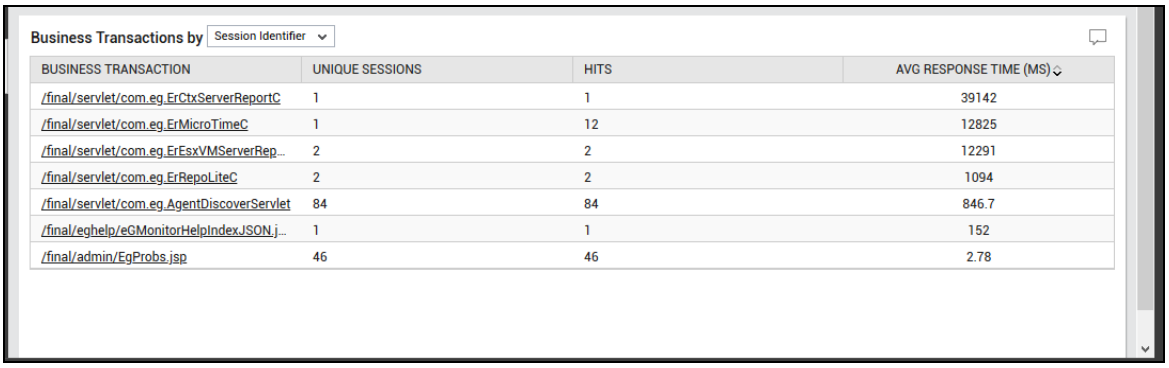


Figure 7.448: The generated Unique User / Session Analysis report

By default, the generated report is listed for the **Session Identifier**. To this effect, the **Session Identifier** option is chosen from the **Business Transactions by** list in the generated report. From the generated report, administrators can easily infer the business transactions that were initiated and the number of unique sessions in which each business transaction was initiated. The user load to each business transaction in correlation with the response time can also be determined by the administrators.

If the **Username** option is chosen from the **Business Transactions by** list, then, the generated report will list the users who have initiated the business transactions.

15. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.9.8 Business Transaction Monitoring - Transaction Health Analysis Report

By default, the Transaction Health Analysis report provides administrators with an overview of the user experience with a web application, for a given period of time in the past. This report graphically (using a scatter chart) represents the transactions that were healthy, slow, and error-prone, thus clearly indicating to administrators if overall user experience with the web application was satisfactory or not during the designated period. Additionally, the report also allows administrators to easily pick and choose what perspectives to user experience they want to view and analyze in the

report. For instance, administrators can choose to focus on slow requests alone, or historically analyze how specific business transactions / URLs have performed over time. Likewise, they may need insights on page view requests coming from specific client IP addresses. This report supports such granular/focused analysis as well, so that administrators can view only what they want to in the report, exclude statistics that may distract them, isolate bottlenecks to user experience quickly and precisely, and troubleshoot efficiently.

In order to generate the Transaction Health Analysis report, do the following:

1. Follow the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Business Transaction Monitoring -> Transaction Health Analysis*.
2. Figure 7.449 then appears. In Figure 7.449, select a criterion for analysis from the **Analysis By** list box.

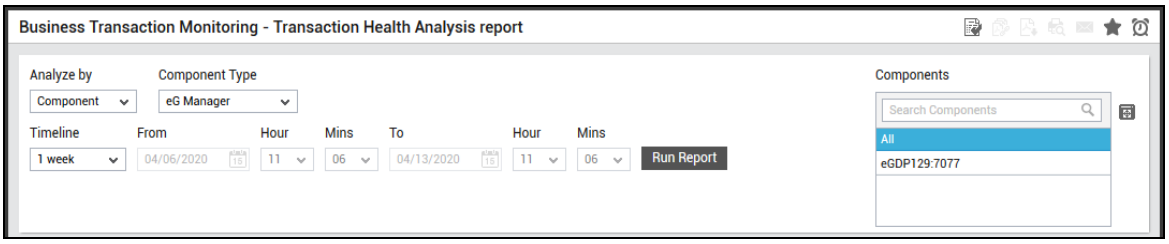


Figure 7.449: Specifying the criteria for the Transaction Health Analysis report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analyze By** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analyze By** list box, and then pick the **Segment** from the drop-down list that appears.

- **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analyze By**, and then pick the required **Service** from the drop-down list that appears.

4. Then, select a component type for which you wish to generate the report from the **Component Type** list.
5. The **Component** list will now be populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.
6. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.
7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE**

OPTIONS drop down window (See Figure 7.450). The steps below discuss each of these settings and how they can be customized.

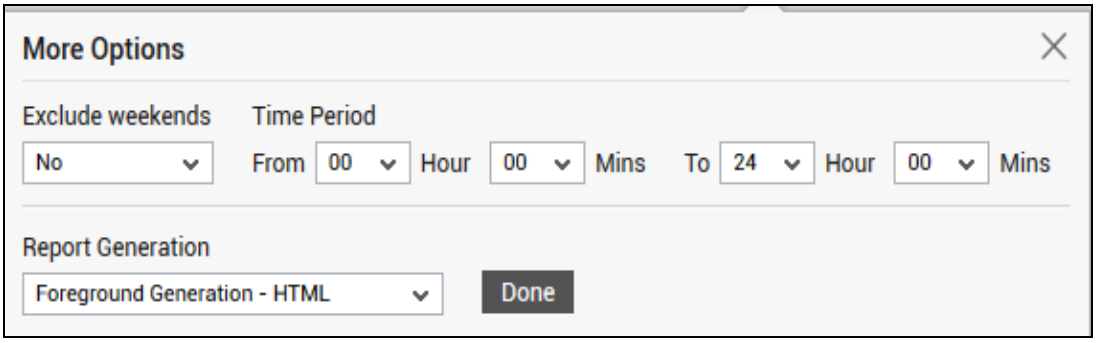


Figure 7.450: The default settings for generating the report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

   - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
   - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
   - Save the file after making the required changes.

9. Next, indicate the report **Time period**.

   Note:

   By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_ INSTALL_ DIR>\manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

11. Finally, click the **Run Report** button to generate the report.
12. If the **Report type** is **Foreground Generation - HTML**, then 7.3.9.8 will appear as soon as you click the **Run Report** button.

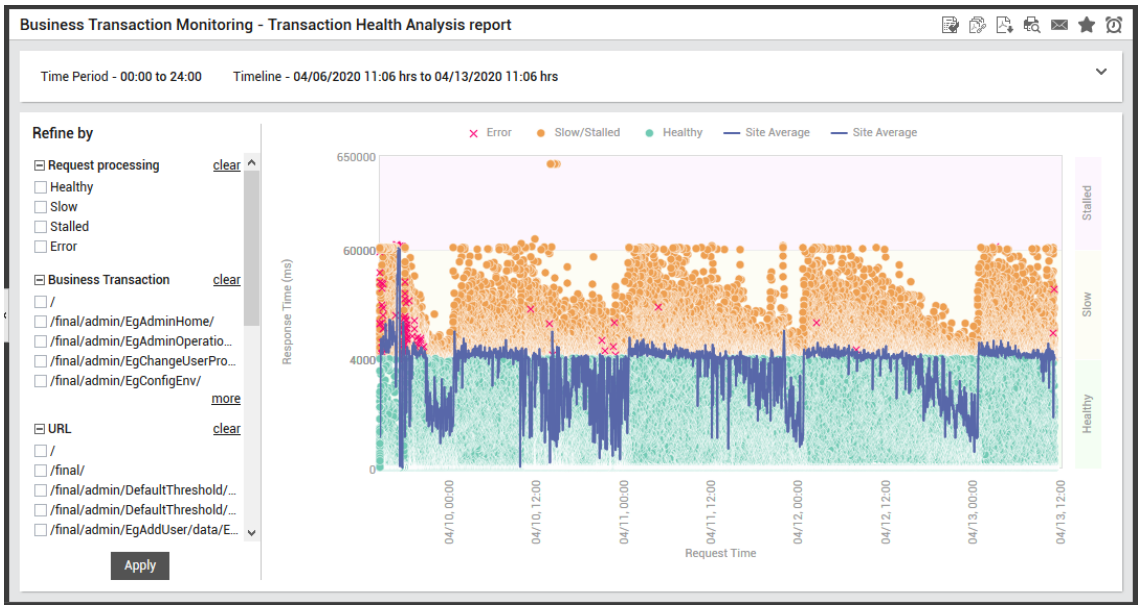


Figure 7.451: The generated Transaction Health Analysis report

The generated report graphically (using a scatter chart) represents the transactions that were healthy, slow, and error-prone over a period of time. This clearly indicates administrators if overall user experience with the web application was satisfactory or not during the designated period.

Clicking on any point in the graph will lead you to Figure 4 which provides the count of healthy, slow, error-prone and stalled transactions during that period of time. Clicking on the magnifying glass icon or the count shown against the **Service Requests** field will lead you to the Section **7.3.9.5**

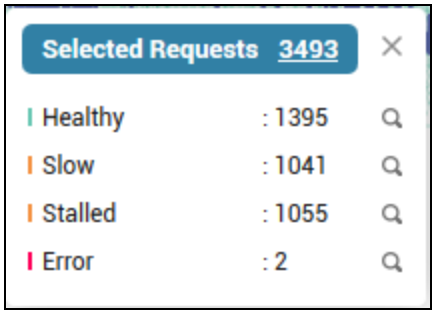


Figure 7.452: Viewing the split-up of business transaction requests for a particular time

Additionally, the panel in the left of the generated report allows administrators to easily pick and choose what perspectives to user experience they want to view and analyze in the report. For instance, administrators can choose to focus on slow requests alone, or historically analyze how specific business transactions / URLs have performed over time. Likewise, they may need

insights on page view requests coming from specific client IP addresses. This report supports such granular/focused analysis as well, so that administrators can view only what they want to in the report, exclude statistics that may distract them, isolate bottlenecks to user experience quickly and precisely, and troubleshoot efficiently.

13. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

7.3.10 JVM Reports

Java applications are predominantly used in enterprises today owing to their multi-platform nature. Once written, a Java application can be run on heterogeneous platforms with no additional configuration. This is why, the Java technology is widely used in the design and delivery of many critical web and non-web-based applications. eG Enterprise monitors the Java applications and proactively reports impending issues in real time.

Likewise, the JVM reports offered by eG Enterprise helps administrators historically analyze the following:

- The overall health of the JVM in real-time;
- The uptime/downtime of the JVM;
- Sudden spikes in memory usage over a period of time;
- The time spent on garbage collection by the JVM;
- The threads executing on the JVM and;
- CPU utilization of the thread types.

The forthcoming sections will elaborately discuss each report presented in this category.

7.3.10.1 JVM - Overview Report

The prime concern of administrators of Java applications is knowing how well the application was functioning over a period of time, and how to troubleshoot issues (if any) in the performance of these applications. For this purpose, eG Enterprise offers a **JVM – Overview** report. By generating this report, administrators gain considerable knowledge on the overall performance, availability, incidents, top issues and resource constraints in JVMs in their environment over a period of time. Administrators can also historically analyze the CPU, memory, GC and thread incidents, figure out the times when the incidents peaked and start troubleshooting the issues effectively. The Top N JVMs that are impacted by blocked threads, runnable threads, garbage collection etc can also be identified using this report.

To generate the **JVM - Overview** report, do the following:

1. Select the **Overview** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring-> Java*.
2. Figure 7.453 will then appear.

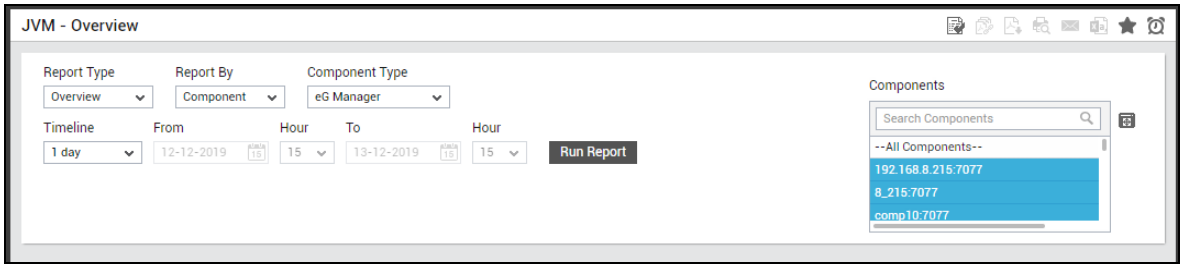


Figure 7.453: Specifying the criteria for generating the JVM - Overview report

3. By default, *Overview* option is chosen from the **Report Type** list indicating that the report will be generated as a graph. However, to generate a tabular format of the report, select the *Detailed* option from this list.
4. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list. The options provided by the **Report By** list box are discussed hereunder:

   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.

- **Component**: Select this option to generate a report on the components that are managed in the target environment.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

5. Next, choose a **Component Type**. This list lists all the components that are executing on JVM, by default. The *All Component Types* option is chosen by default, from this list. The **Components** list is then populated with the components pertaining to the chosen **Component Type**. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

6. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

7. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.454). The steps below discuss each of these settings and how they can be customized.

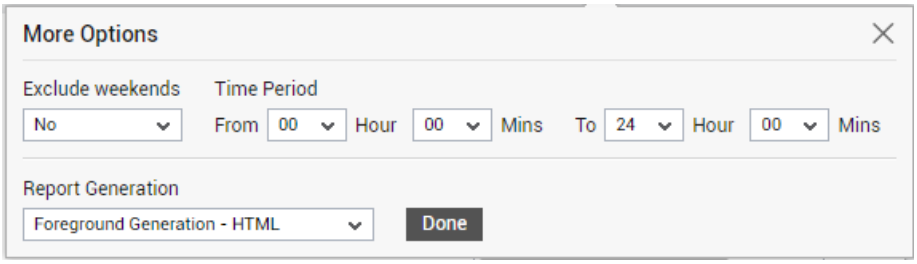


Figure 7.454: The default settings for generating the JVM - Overview report

8. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

9. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.454).

10. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.

11. Click the **Done** button if any changes were made to the **More Options** drop down window.
12. Finally, click the **Run Report** button to generate the report.
13. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML** and if the **Report Type** is chosen as **Overview**, then, clicking on the **Run Report** button will invoke Figure 7.455.

Figure 7.455: The generated JVM - Overview report if the Report Type chosen is Overview

From Figure 7.455, you can figure out the following:

- The first section in the generated report displays the count of JVM restarts, CPU incidents, memory incidents, Garbage collection incidents and thread related incidents that occurred during the chosen time period. Using this section, administrators can instantly be alerted to the type of incident that had been frequently noticed, and can be alerted to initiate remedial measures. Clicking on the incidents will lead you to Section **5.6**.
- The **JVM Overall Downtime** pie chart helps administrators determine if the JVM was up and running or if the JVM is down for the most of the chosen period. The Top 5 JVM Reboots section helps administrators figure out the component types that had frequently encountered JVM reboots.
- The next section offers a series of bar graphs. Using this section, administrators can identify the Top N JVMs that are impacted by blocked threads, runnable threads, garbage collection etc.

14. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML** and if the **Report Type** is chosen as **Detailed**, then, clicking on the **Run Report** button will invoke Figure 7.456.

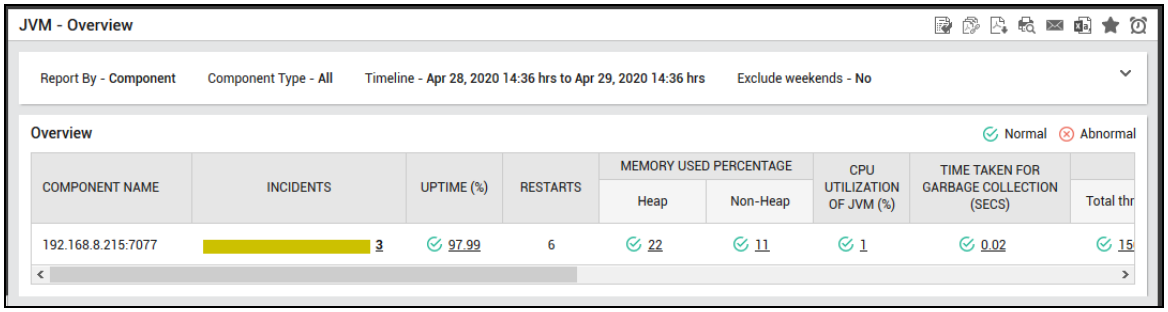


Figure 7.456: The generated Overview report when the Report Type is chosen as Detailed

From the detailed report, administrators can figure out the uptime, JVM restarts, incidents that occurred, resource utilization etc for each component. Using this report, administrators can figure out the components that are more prone to incidents. Clicking on a value in the **INCIDENTS** column will lead you to the Section **5.6**. Appropriate Color coding is used in this report so that administrators can easily identify the exact resource that is abnormal. Clicking on a value in the **Uptime** column will lead you to the Section **7.3.10.2**. Similarly, clicking on the values in other columns too will lead you to the appropriate reports.

7.3.10.2 JVM - Uptime / Downtime Analysis Report

Uptime is a key measure of the general health and availability of the critical JVMs in an IT infrastructure. Periodic uptime values that the eG agent reports for target JVMs can alert you to

unscheduled reboots that occurred recently; however, to effectively assess JVM availability over time, accurately determine unexpected and prolonged breaks in availability, and accordingly ascertain service level achievements/slippages, a look at the total uptime of a JVM and the total number of reboots it experienced over a period of time is necessary. To enable such an analysis for one/more critical JVM components of an IT infrastructure, eG Enterprise provides the Uptime/Downtime Analysis report.

Using the JVM - Uptime/Downtime Analysis reports, you can figure out the following:

- Which JVMs are the healthiest, in terms of availability?
- Which JVMs have been down for the longest period of time? How long was each JVM unavailable during the specified timeline?
- How many times during the designated period did a JVM reboot? How many of these were scheduled reboots? How long was the JVM down before every reboot?
- Which servers had the least uptime/downtime and how many JVMs were available in the target environment?

To generate the **JVM - Uptime / Downtime Analysis** report, do the following:

1. Select the **Uptime / Downtime Analysis** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Java*.
2. Figure 7.457 will then appear.

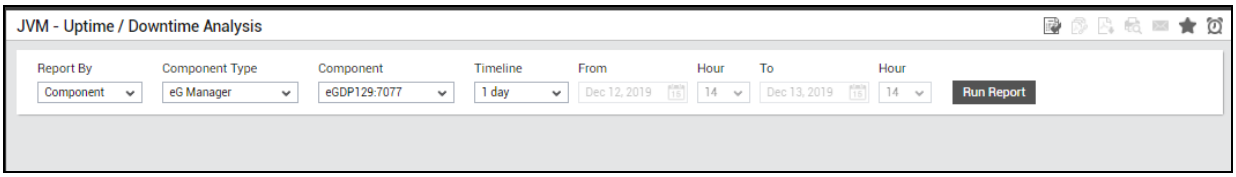


Figure 7.457: Specifying the criteria for generating the JVM - Uptime / Downtime Analysis report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list. The options provided by the **Report By** list box are discussed hereunder:
   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
   - **Component**: Select this option to generate a report on the components that are managed in the target environment.

- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, choose a **Component Type**. This list lists all the components that are executing on JVM, by default. The **Components** list is then populated with the components pertaining to the chosen **Component Type**. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

5. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick

one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.458). The steps below discuss each of these settings and how they can be customized.

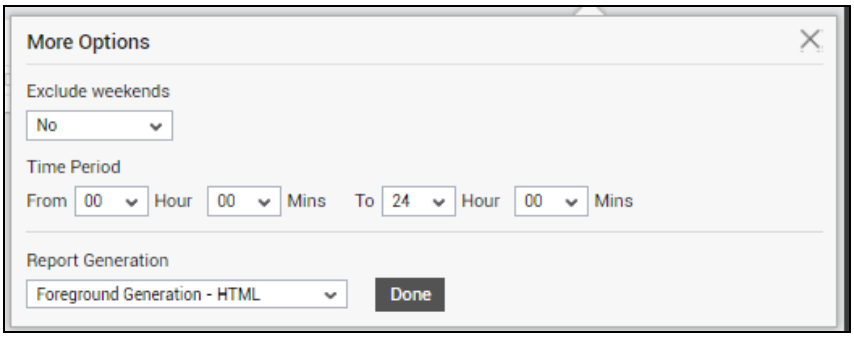


Figure 7.458: The default settings for generating the JVM - Uptime / Downtime Analysis report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

8. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.458).

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.

10. Click the **Done** button if any changes were made to the **More Options** drop down window.
11. Finally, click the **Run Report** button to generate the report.
12. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking the **Run Report** button will reveal Figure 7.459.

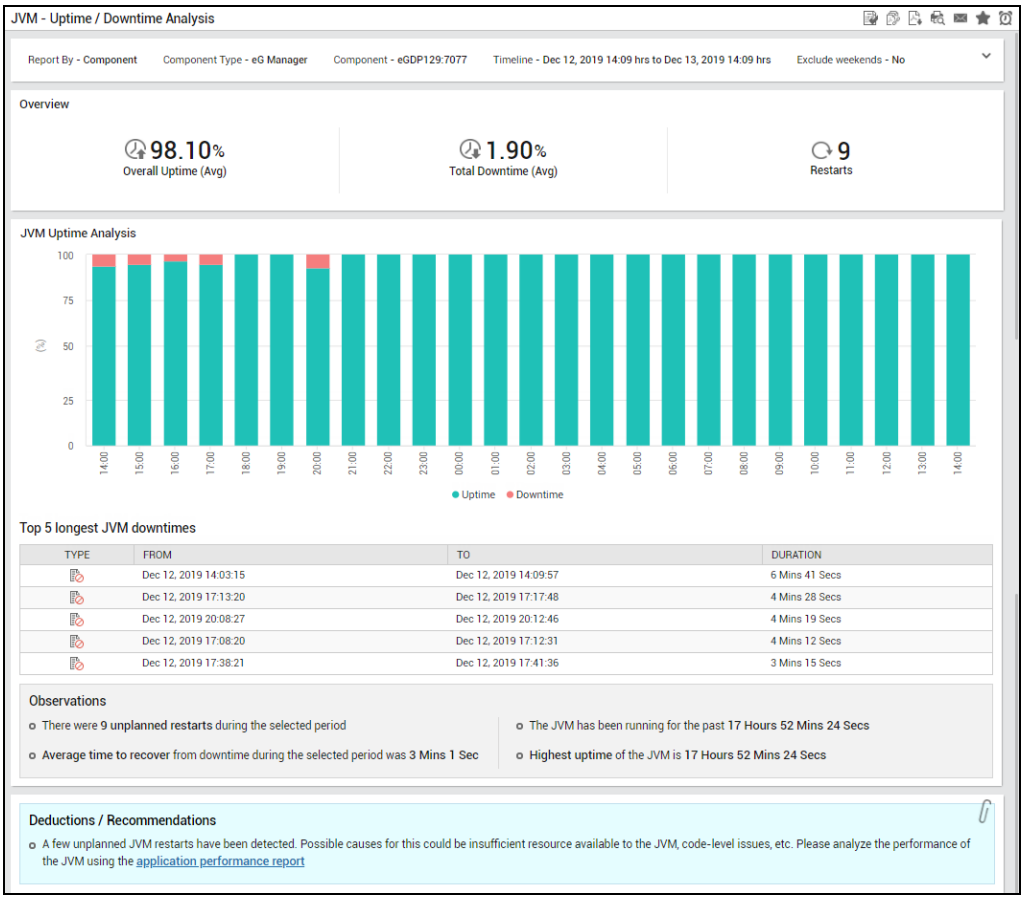


Figure 7.459: The generated JVM - Uptime / Downtime Analysis report

From Figure 7.459, administrators can figure out the following:

- The **Overview** section reveals the percentage of time the servers in the target environment were up/down and the number of times the servers were restarted.
- A bar graph in the JVM Uptime Analysis section reveals percentage of time the chosen server was up/down during the chosen time period. Using this graph, administrators can figure put when during the day/on which day, the chosen server was down for a maximum period of time. The Top 5 longest downtime can also be identified along with the duration of the downtime. Administrators are also provided with a few observations such as the count of unplanned JVM restarts, average time to recover from the downtime etc using which they can plan their maintenance activities better.
- A Deductions/Recommendations section offers administrators with critical insights into the JVM environment using which they can accurately determine unexpected and prolonged breaks in availability, and accordingly ascertain service level achievements/slippages.

7.3.10.3 JVM - Memory Analysis Report

Use the Memory Analysis report to view historical trends of memory usage in terms of Heap Memory and Non-Heap Memory. By closely analyzing the historical trends, administrators can infer sudden spikes in memory usage and start investigations on optimizing the memory utilization.

To generate the **JVM - Memory Analysis** report, do the following:

1. Select the **Memory Analysis** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Java*.
2. Figure 7.460 will then appear.

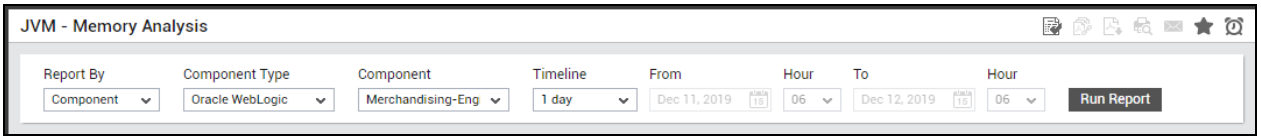


Figure 7.460: Specifying the criteria for generating the JVM - Memory Analysis report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list. The options provided by the **Report By** list box are discussed hereunder:

   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
   - **Component**: Select this option to generate a report on the components that are managed in the target environment.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, choose a **Component Type**. This list lists all the components that are executing on JVM, by default. The **Components** list is then populated with the components pertaining to the chosen **Component Type**. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the

components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

5. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.461). The steps below discuss each of these settings and how they can be customized.

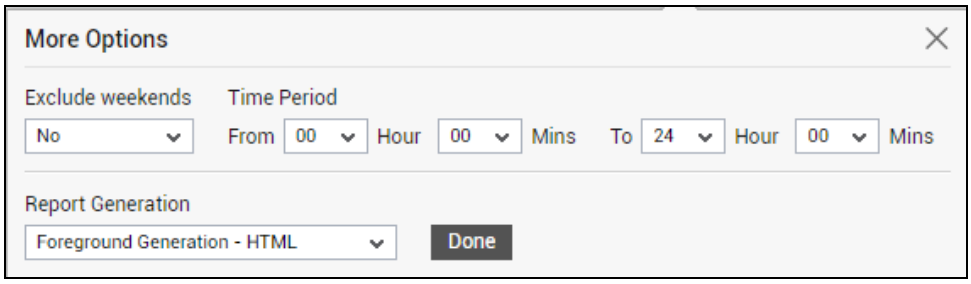


Figure 7.461: The default settings for generating the JVM - Memory Analysis report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

8. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.461).

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default

selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.

10. Click the **Done** button if any changes were made to the **More Options** drop down window.
11. Finally, click the **Run Report** button to generate the report.
12. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking the **Run Report** button will reveal Figure 7.462.

Figure 7.462: The generated JVM - Memory Analysis report

From Figure 7.462, administrators can figure out the following:

- The **Overview** section reveals a color-coded doughnut that displays the count of critical / major /minor alerts raised with respect to memory on the target JVM, the average percentage of heap memory utilization and non- heap memory utilization. Clicking on the value in the Overview section will lead you to the Section **5.6**.
- The **Heap Memory Usage (%)** section reveals a graphical representation of the heap memory utilized by each memory pool over a period of time. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon. Observations made with respect to the heap memory usage is promptly captured and reported in the **Observations** section.
- The **Non-heap Memory Usage (%)** section reveals a graphical representation of the non-heap memory utilized by each memory pool over a period of time. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon. Observations made with respect to the non-heap memory usage is promptly captured and reported in the **Observations** section.
- The **Deductions / Recommendations** section offers certain useful recommendations when abnormal heap / non-heap memory utilization is detected. Following those recommendations will help in optimizing the memory utilization.

7.3.10.4 JVM - GC Analysis Report

Administrators can use the JVM - GC Analysis report to historically analyze how much time was spent on garbage collection and analyze whether there were any SLA violations. For easy understanding of the report, users are pointed out to recommendations/conclusions regarding GC issues.

To generate the **JVM - GC Analysis** report, do the following:

1. Select the **GC Analysis** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Java*.
2. Figure 7.463 will then appear.

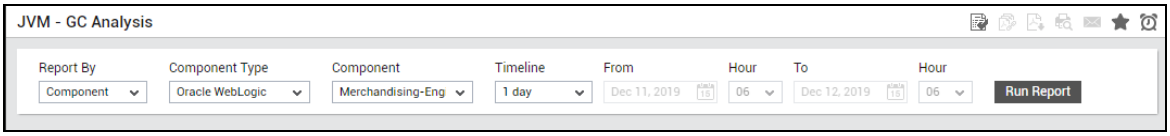


Figure 7.463: Specifying the criteria for generating the JVM - GC Analysis report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list. The options provided by the **Report By** list box are discussed hereunder:

   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
   - **Component**: Select this option to generate a report on the components that are managed in the target environment.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, choose a **Component Type**. This list lists all the components that are executing on JVM, by default. The **Components** list is then populated with the components pertaining to the chosen **Component Type**. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

5. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to

his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.464). The steps below discuss each of these settings and how they can be customized.

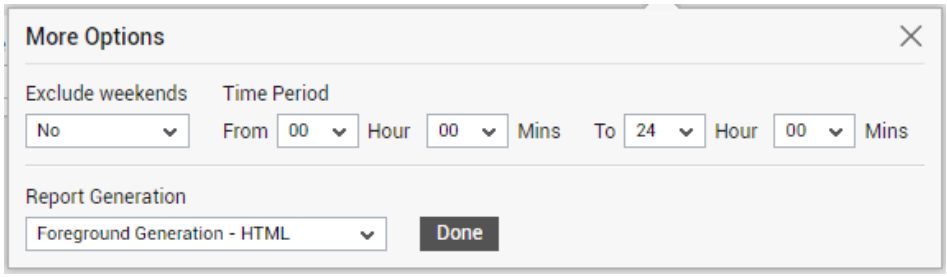


Figure 7.464: The default settings for generating the JVM - GC Analysis report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

8. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.464).

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other

monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.

10. Click the **Done** button if any changes were made to the **More Options** drop down window.
11. Finally, click the **Run Report** button to generate the report.
12. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking the **Run Report** button will reveal Figure 7.465.

Figure 7.465: The JVM - GC Analysis report

From Figure 7.465, administrators can figure out the following:

- The **Overview** section reveals the number of times the garbage collectors were started, the time spent for garbage collection and the average and maximum time spent by each garbage collector for garbage collection. This section also throws light on service level agreement (SLA) violations, if any.
- The **Time taken for Garbage Collection** section offers a graphical representation of the time taken for garbage collection by each garbage collector over a period of time. The percentage of time spent on garbage collection for the chosen period is also plotted in the graph. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon. Observations made with respect to the garbage collection is promptly captured and reported in the **Observations** section.
- The **Conclusions / Recommendations** section offers certain useful recommendations when issues are detected in the garbage collection. Following those recommendations will help in optimizing the garbage collection activities.

7.3.10.5 JVM - CPU Analysis Report

Use the JVM - CPU Analysis report to historically analyse the CPU utilization of the thread types. The thread type that consumed maximum CPU is identified and administrators are alerted to that thread type through the recommendations offered by eG Enterprise.

To generate the **JVM - CPU Analysis** report, do the following:

1. Select the **CPU Analysis** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Java*.
2. Figure 7.466 will then appear.

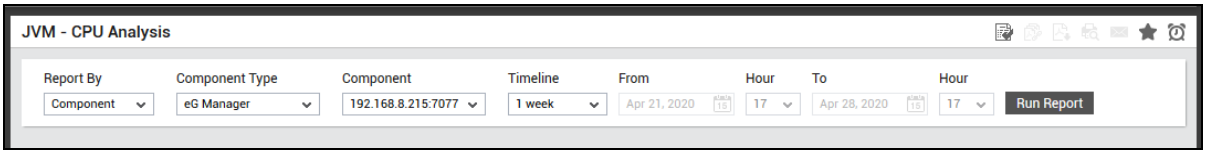


Figure 7.466: Specifying the criteria for generating the JVM - CPU Analysis report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list. The options provided by the **Report By** list box are discussed hereunder:

- **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
- **Component**: Select this option to generate a report on the components that are managed in the target environment.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, choose a **Component Type**. This list lists all the components that are executing on JVM, by default. The **Components** list is then populated with the components pertaining to the chosen **Component Type**. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

5. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.467). The steps below discuss each of these settings and how they can be customized.

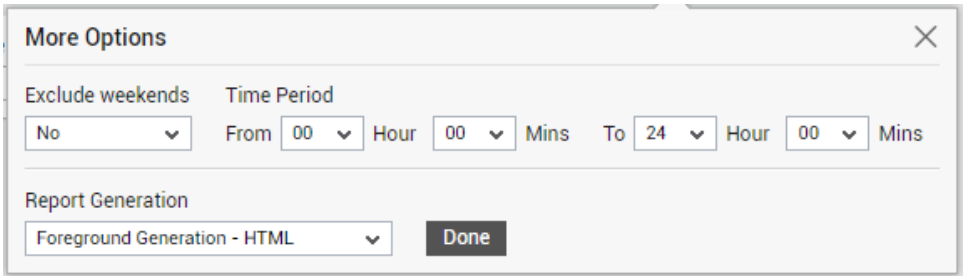


Figure 7.467: The default settings for generating the JVM - CPU Analysis report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

8. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.467).

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the

Report Generation list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.
- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.

10. Click the **Done** button if any changes were made to the **More Options** drop down window.
11. Finally, click the **Run Report** button to generate the report.
12. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking the **Run Report** button will reveal Figure 7.468.

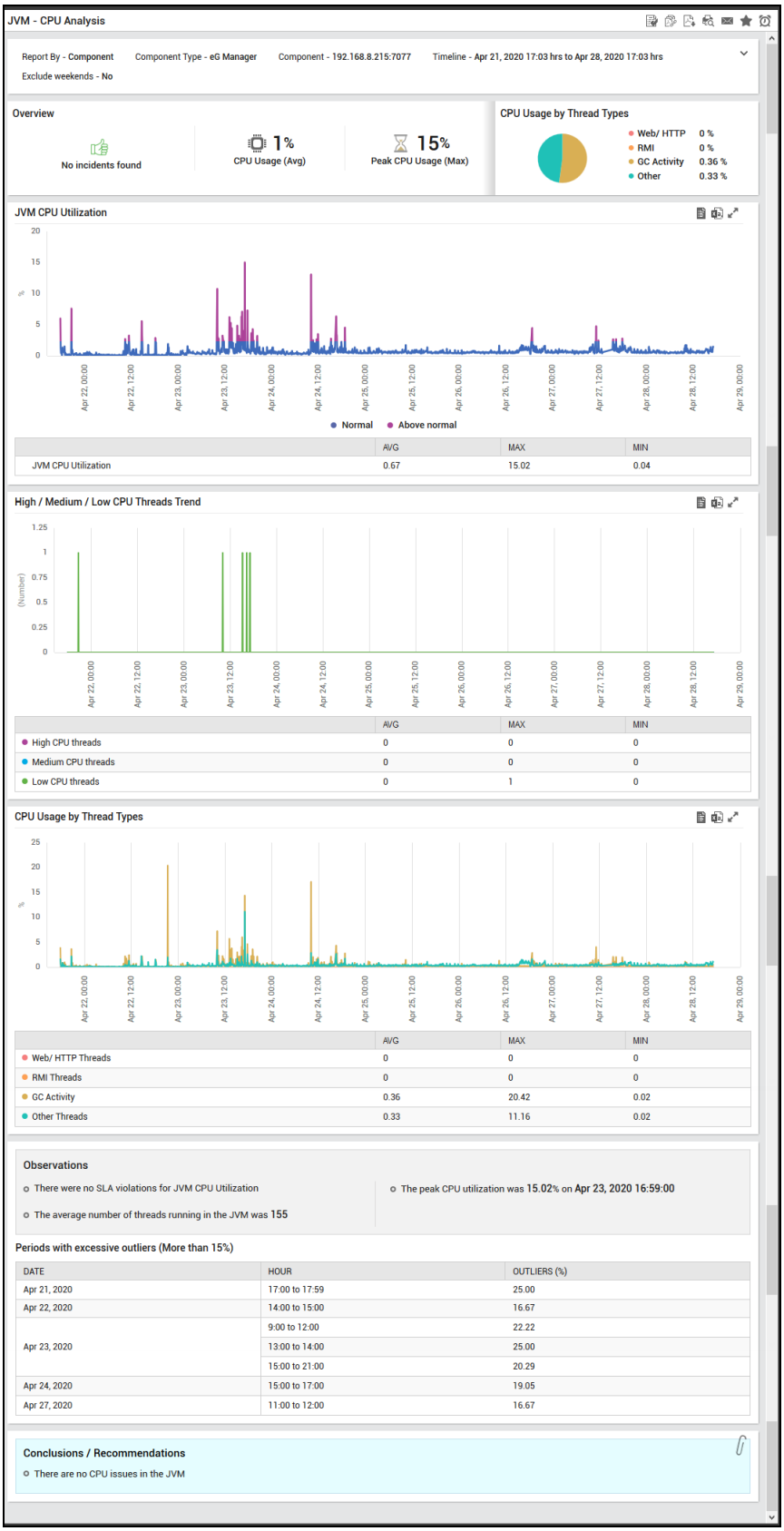

JVM - CPU Analysis
Report By - Component
Component Type - eG Manager
Component - 192.168.8.215:7077
Timeline - Apr 21, 2020 17:03 hrs to Apr 28, 2020 17:03 hrs
Exclude weekends - No
Overview
No incidents found
1%
CPU Usage (Avg)
15%
Peak CPU Usage (Max)
CPU Usage by Thread Types
Web/ HTTP 0 %
RMI 0 %
GC Activity 0.36 %
Other 0.33 %
JVM CPU Utilization
Normal
Above normal
JVM CPU Utilization 0.67 15.02 0.04
High / Medium / Low CPU Threads Trend
High CPU threads 0 0 0
Medium CPU threads 0 0 0
Low CPU threads 0 1 0
CPU Usage by Thread Types
Web/ HTTP Threads 0 0 0
RMI Threads 0 0 0
GC Activity 0.36 20.42 0.02
Other Threads 0.33 11.16 0.02
Observations
There were no SLA violations for JVM CPU Utilization
The peak CPU utilization was 15.02% on Apr 23, 2020 16:59:00
The average number of threads running in the JVM was 155
Periods with excessive outliers (More than 15%)
DATE HOUR OUTLIERS (%)
Apr 21, 2020 17:00 to 17:59 25.00
Apr 22, 2020 14:00 to 15:00 16.67
Apr 23, 2020 9:00 to 12:00 22.22
Apr 23, 2020 13:00 to 14:00 25.00
Apr 23, 2020 15:00 to 21:00 20.29
Apr 24, 2020 15:00 to 17:00 19.05
Apr 27, 2020 11:00 to 12:00 16.67
Conclusions / Recommendations
There are no CPU issues in the JVM

Figure 7.468: The generated JVM - CPU Analysis report

From Figure 7.468, administrators can figure out the following:

- The **Overview** section reveals a color-coded doughnut that displays the count of critical / major /minor alerts raised with respect to CPU on the target JVM, the average percentage of CPU utilization and the percentage of maximum CPU usage. Clicking on the count of alerts in the Overview section will lead you to the Section **5.6**.
- The **CPU Usage by Thread Types** section reveals a pie chart that shows the distribution of CPU utilized by each thread type. This pie chart will help administrators identify the thread type that is hogging the CPU resources.
- The **JVM CPU Utilization** section reveals a graphical representation of the CPU utilized by the JVM in the chosen time period. Administrators can infer when exactly the CPU utilization has peaked on the JVM by merely looking at the graph and initiate remedial actions. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon.
- The **High / Medium / Low CPU Threads Trend** section reveals a trend graph of when exactly there was a peak in the count of high /medium / low CPU threads executing on the JVM over a period of time. Resource hungry threads can thus be identified with ease. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon.
- The **CPU Usage by Thread Types** section offers a graphical representation of when exactly the CPU utilized by each thread type peaked in the chosen time period. Using this graph. administrators can determine the exact time at which the CPU utilized by each thread type peaked and start analysis on such abnormal CPU utilization. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon.
- The **Observations** section offers a detailed insight on whether there were any SLA violations on the JVM, when exactly the peak CPU utilization was noticed, how many average number of threads were running in the JVM in the chosen time period and how long was the CPU utilization abnormal, in terms of percentage.
- The **Periods with excessive outliers** section reveals the exact date and time on which the CPU utilization was abnormal. The percentage of abnormal CPU utilization is also recorded in this section.

- The **Conclusions / Recommendations** section reveals if there are any CPU related issues in the JVM and if any issues are detected, will recommend on the actions that need to be taken to fine-tune the CPU utilization.

7.3.10.6 JVM - Thread Analysis Report

The JVM - Thread Analysis report helps administrators in historical analysis of the thread activity. By generating this report, administrators can analyze the waiting/blocked/deadlocked threads and high CPU threads over a period of time. Administrators are enlightened to the exact recommendation of which type of thread was causing problems in the target environment so that they can start working on rectifying the issues at a faster pace.

To generate the **JVM - Thread Analysis** report, do the following:

1. Select the **ThreadAnalysis** option by following the menu sequence: *REPORTS BY FUNCTION -> Domain-specific Reports -> Web Application Monitoring -> Java*.
2. Figure 7.469 will then appear.

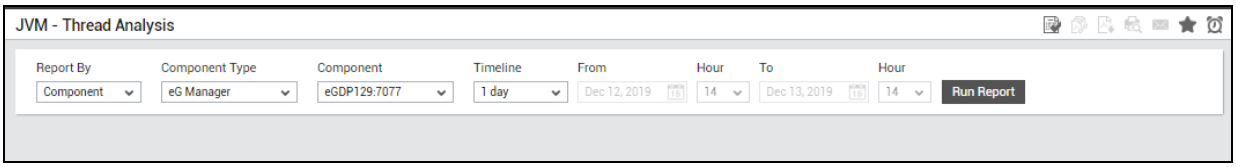


Figure 7.469: Specifying the criteria for generating the JVM - Thread Analysis report

3. To ease the pain involved in choosing the components for report generation, eG Enterprise provides a **Report By** list. The options provided by the **Report By** list box are discussed hereunder:

   - **Zone**: By default, the **Zone** option is chosen from the **Report By** list - this indicates that by default, the list will display all the managed components in the chosen zone. Select the zone to which the components of interest to you belong from the **Zone** drop-down list.
   - **Component**: Select this option to generate a report on the components that are managed in the target environment.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.

4. Next, choose a **Component Type**. This list lists all the components that are executing on JVM, by default. The **Components** list is then populated with the components pertaining to the chosen **Component Type**. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.

5. Then, specify the **Timeline** for generating the report. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

6. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to override these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See Figure 7.470). The steps below discuss each of these settings and how they can be customized.

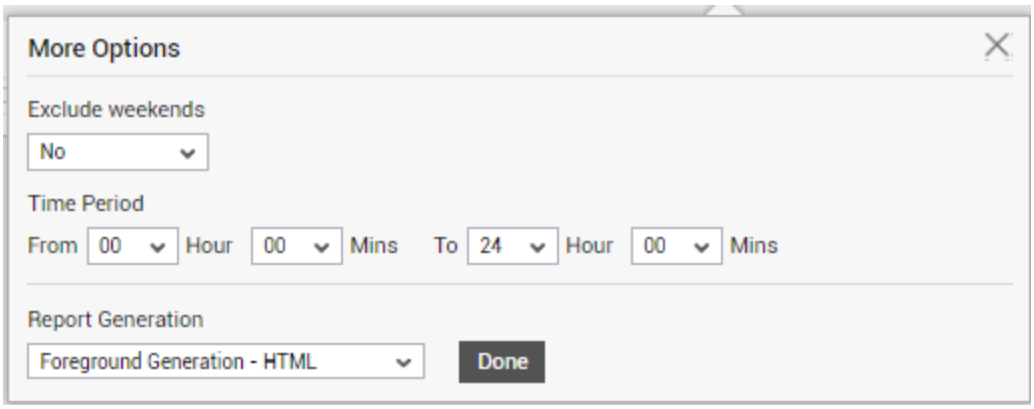


Figure 7.470: The default settings for generating the JVM - Thread Analysis report

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   You can configure the days of the week that need to be considered as a 'weekend' using the **Days** parameter in the**[EXCLUDE_WEEKEND]** section in the **eg_report.ini** file (in the <EG_INSTALL_DIR>\manager\config directory). The **Days** parameter is set to *Saturday,Sunday* by default. To change this weekend specification, enter two other days of the week against the **Days** parameter.

8. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.470).

9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_**

PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.

10. Click the **Done** button if any changes were made to the **More Options** drop down window.
11. Finally, click the **Run Report** button to generate the report.
12. If the option chosen from the **Report Generation** list is **Foreground Generation - HTML**, then clicking the **Run Report** button will reveal Figure 7.471.

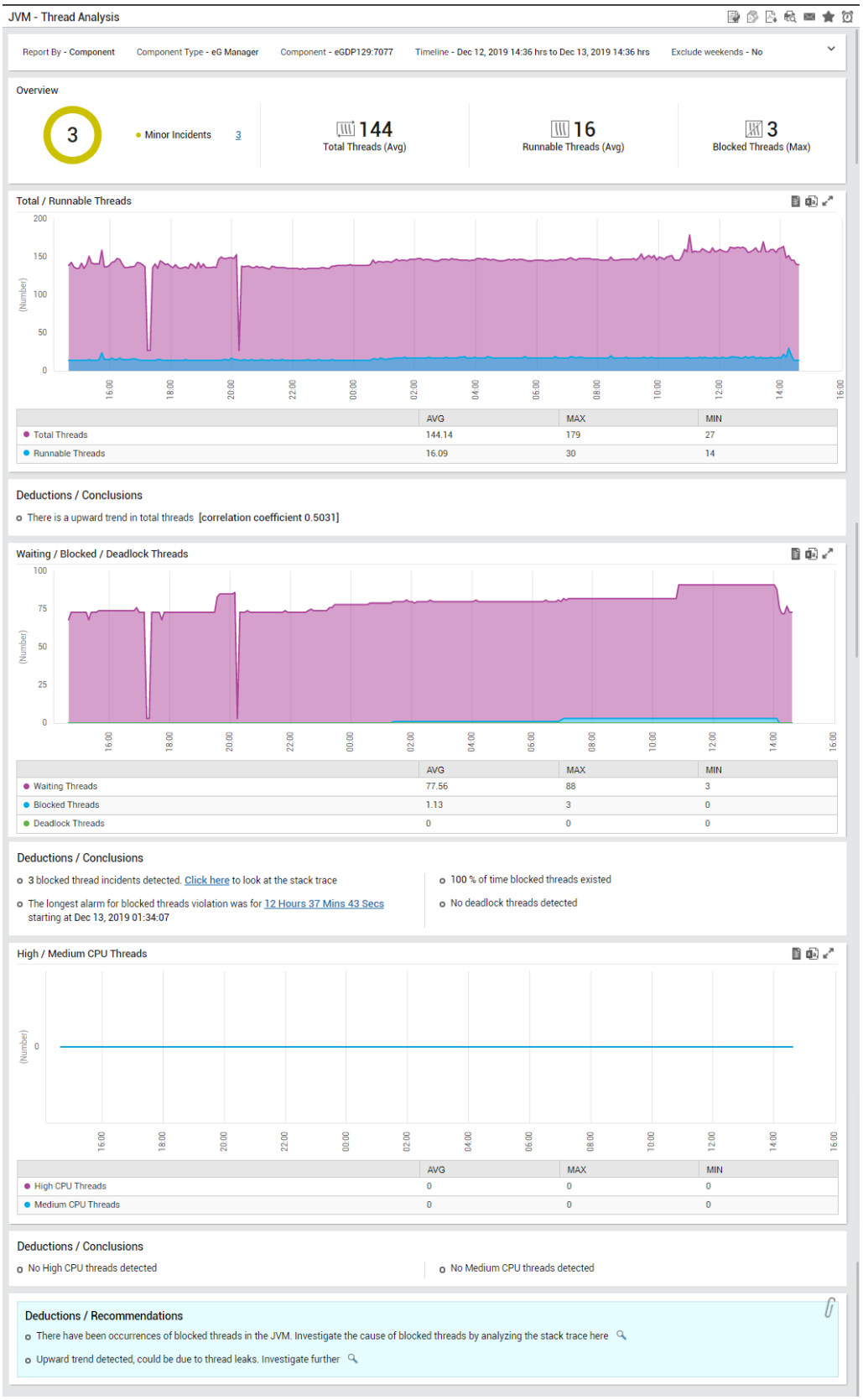

JVM - Thread Analysis
Report By - Component
Component Type - eG Manager
Component - eGDP129:7077
Timeline - Dec 12, 2019 14:36 hrs to Dec 13, 2019 14:36 hrs
Exclude weekends - No
Overview
3
Minor Incidents 3
144
Total Threads (Avg)
16
Runnable Threads (Avg)
3
Blocked Threads (Max)
Total / Runnable Threads
(Number)
200
150
100
50
0
16:00
18:00
20:00
22:00
00:00
02:00
04:00
06:00
08:00
10:00
12:00
14:00
16:00
AVG
MAX
MIN
Total Threads 144.14 179 27
Runnable Threads 16.09 30 14
Deductions / Conclusions
There is a upward trend in total threads [correlation coefficient 0.5031]
Waiting / Blocked / Deadlock Threads
(Number)
100
75
50
25
0
16:00
18:00
20:00
22:00
00:00
02:00
04:00
06:00
08:00
10:00
12:00
14:00
16:00
AVG
MAX
MIN
Waiting Threads 77.56 88 3
Blocked Threads 1.13 3 0
Deadlock Threads 0 0 0
Deductions / Conclusions
3 blocked thread incidents detected. Click here to look at the stack trace
The longest alarm for blocked threads violation was for 12 Hours 37 Mins 43 Secs starting at Dec 13, 2019 01:34:07
100 % of time blocked threads existed
No deadlock threads detected
High / Medium CPU Threads
(Number)
0
16:00
18:00
20:00
22:00
00:00
02:00
04:00
06:00
08:00
10:00
12:00
14:00
16:00
AVG
MAX
MIN
High CPU Threads 0 0 0
Medium CPU Threads 0 0 0
Deductions / Conclusions
No High CPU threads detected
No Medium CPU threads detected
Deductions / Recommendations
There have been occurrences of blocked threads in the JVM. Investigate the cause of blocked threads by analyzing the stack trace here
Upward trend detected, could be due to thread leaks. Investigate further

Figure 7.471: The generated JVM - Thread Analysis report

13. From Figure 7.471, administrators can figure out the following:

- The **Overview** section reveals a color-coded doughnut that displays the count of critical / major /minor alerts raised with respect to threads on the target JVM. Clicking on the count of alerts will lead you to the Section **5.6**. This section also reveals the total number of threads executing on the JVM and the count of runnable threads and blocked threads. This helps the administrators in instantly identifying the health of the JVM with respect to the threads.
- The **Total / Runnable Threads** section reveals an area graph that helps administrators to instantly identify the count of runnable threads that were executing in the target JVM environment among the total threads over a chosen time period. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon. The **Deductions / Conclusions** section offers some useful insights noticed with respect to the total threads and the runnable threads. For instance, administrators can drill down to view the stack trace of the blocked threads from this section and initiate effective analysis on why the threads were blocked.
- The **Waiting / Blocked / Deadlock Threads** section reveals an area graph that helps administrators identify the count of threads that were blocked, were in deadlock state and in waiting state in the target JVM during the chosen time period. Administrators can infer when exactly the threads made an impact on the performance of the JVM. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon. The **Deductions / Conclusions** section offers some useful insights noticed with respect to the blocked threads, deadlock threads and the waiting threads.
- The **High / Medium CPU Threads** section reveals a graph of when exactly there was a peak in the count of high /medium CPU threads executing on the JVM over a period of time. Resource hungry threads can thus be identified with ease. Clicking the icon will reveal a tabular format of the graph. You can even export the contents of this section to a CSV file by clicking the icon. The **Deductions / Conclusions** section offers some useful insights noticed with respect to the High CPU Threads and Medium CPU Threads.
- The **Conclusions / Recommendations** section reveals if there were any thread related issues in the JVM and if any issues are detected, will recommend on the actions that need to be taken to investigate further.

7.4 Microsoft SharePoint Reports

Microsoft SharePoint is a collection of products and software elements that include, Internet Explorer based collaboration functions, process management modules, search modules and a document- management platform. SharePoint is used to host web sites that access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs. All users can manipulate proprietary controls called "web parts" or interact with pieces of content such as lists and document libraries. eG Enterprise Suite is capable of monitoring the Microsoft SharePoint servers and in the process, helps administrators detect performance deficiencies.

While monitoring the Microsoft SharePoint servers on a day-to-day basis, SharePoint administrators often require deep-dive historical analytics related to the user traffic to individual SharePoint sites. To cater to the needs of such administrators eG Enterprise Suite offers the **SharePoint Reports** category.

The forthcoming section will elaborately discuss the report presented in this category.

7.4.1 Site Traffic Analysis Report

SharePoint administrators often require deep-dive historical analytics related to the user traffic to individual SharePoint sites. These analytics enable them to judge the popularity of a web site, understand the typical load on that site, and also gauge the overall user experience with the site. For this purpose, administrators can use the SharePoint Site Traffic Analysis Report. With the help of this report, administrators can study the variations in traffic to the site over a given period of time, and thus figure out how popular the site is and how much traffic it normally receives. Sizing decisions can be taken accordingly. The report also reveals how the user experience with the site has been during the designated time period, and thus tells administrators if the users have been consistently dissatisfied with the site. If a site has been constantly delivering a poor experience, it may be marked for closer scrutiny. The report also indicates the unique users and visitors to the site during each day of the specified period, so that administrators can figure out what contributed to the site traffic – repeated visits from a few users? or few visits from different users? The count of GET and POST requests to the site is also reported, so that administrators can understand the type of requests that form a large chunk of the load on the site.

In order to generate the Site Traffic Analysis report, do the following:

1. Select the **Site Traffic Analysis** option from the **SharePoint Reports** node of the **REPORTS BY FUNCTION** tree.

2. In Figure 7.472 that appears, select a criterion for analysis from the **Analysis By** list box.

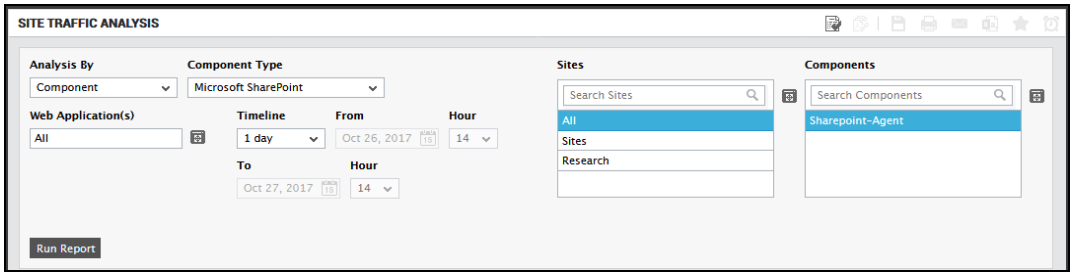


Figure 7.472: Specifying the criteria for the Site Traffic Analysis report

3. Using this report, you can analyze the performance of one/more managed components, or those that are part of a zone, service or segment. The options provided by the **Analysis by** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Zone**: To generate a report for one/more components that are included in a zone, pick the **Zone** option. A **Zone** drop-down list will then appear, from which you would have to select the zone to which the components of interest to you belong. A **Sub zone** flag also appears. Indicate whether the components present within the sub-zones of the chosen zone are also to be to be considered for report generation, by setting the **Sub zone** flag to **Yes**.
   - **Segment**: If you want to generate a report for one/more chosen components that belong to a segment, select the **Segment** option from **Analysis by** list box, and then pick the **Segment** from the drop-down list that appears.
   - **Service**: If you want to generate a report for one/more components involved in the delivery of a service, select the **Service** option from **Analysis by**, and then pick the required **Service** from the drop-down list that appears.

4. By default, *Microsoft SharePoint* appears in the **Component Type** list.
5. The **Components** list is automatically populated with all the components that are managed in your environment for the chosen component type. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. A **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones to be included in this report.

6. Specify the web application for which the report is to be generated from the Web Application(s) list. If the **Web Application(s)** list consists of too many web applications, then viewing all the applications and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Web Application(s)** list. A **WEBAPP** pop up window will then appear using which you can view almost all the web applications in a single interface and **Select** the ones to be included in this report.

7. Once the web application is chosen, the **Site** list box would list all the site URLs that are applicable for the chosen Web Application. If the **Site** list consists of too many sites, then viewing all the sites and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Sites** list. A **SITES** pop up window will then appear using which you can view almost all the sites in a single interface and **Select** the ones to be included in this report.

8. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

9. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE**

OPTIONS drop down window (See Figure 7.473). The steps below discuss each of these settings and how they can be customized.

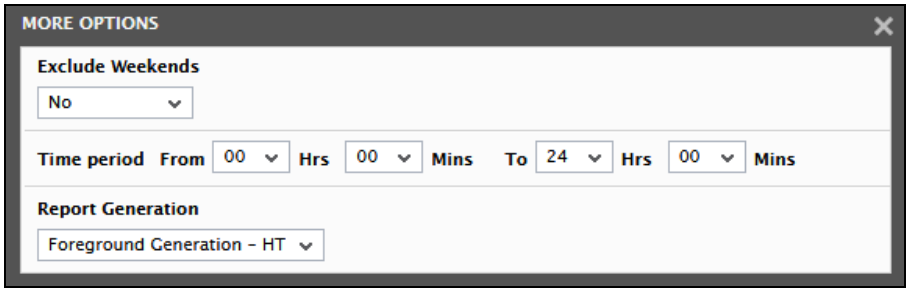


Figure 7.473: The default settings for generating the Site Traffic Analysis report

10. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

    Note:

    By default, the weekend constitutes *Saturday* and *Sunday*. To override this default setting, do the following:

    - Edit the **eg_report.ini** file in the <EG_INSTALL_DIR>\manager\config directory.
    - In the **[EXCLUDE_ WEEKEND]** section of the file, the **Days** parameter is set to *Saturday,Sunday* by default. You can modify this by setting the **Days** parameter to a comma-separated list of other days of the week - say *Friday,Saturday*.
    - Save the file after making the required changes.

11. Next, indicate the report **Time period**.

    Note:

    By default, the **Time period** is set to *24 hours*. Accordingly, the **From** and **To** parameters in the [timeframe] section of the **eg_report.ini** file (in the **<EG_ INSTALL_ DIR> \manager\config** directory) are set to *00:00* and *24:00* respectively. If need be, you can override this default setting by configuring a different timeframe against the **From** and/or **To** parameters.

12. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can

either select the **Background Save - PDF** option from the **Report Generation** list. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_PROCESS]** section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

13. Finally, click the **Run Report** button to generate the report.
14. If the **Report type** is **Foreground Generation - HTML**, then Figure 7.474 will appear as soon as you click the **Run Report** button.

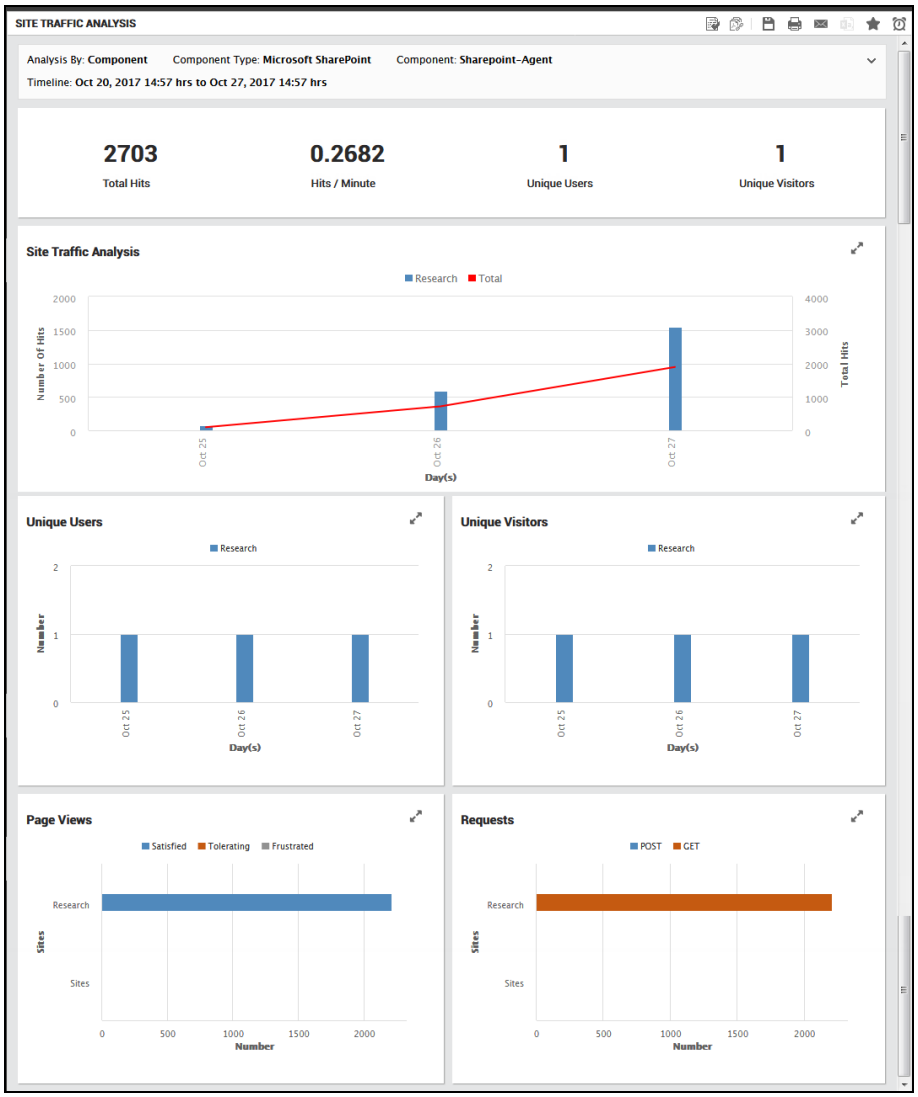


Figure 7.474: The Site Traffic Analysis Report

15. From Figure 7.474, administrators can figure out the following:

    - The unique users and visitors to the Microsoft Sharepoint sites;
    - The historical trend of the Microsoft SharePoint site visits;
    - The user experience with the sites in terms of page views - are they satisfied, tolerating or frustrated with the sites and;
    - The number of GET and POST requests for each site.

16. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report** button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in

the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the icon in that page.

Microsoft Exchange Reports

7.4.2 Outbound Domain Details Report

Administrators of an organization may often wish to know the domains to which most email messages are sent and the size of messages sent to each domain. The Outbound Domain Details report helps administrators in this regard. With the help of this report, administrators can identify the individual domains to which the mails were sent, the number of mails sent to each individual domain and the total size of the mails. Using this report, administrators can rapidly figure out if their users engaged in mail correspondence with legitimate domains only or if their mail activity is suspect - i.e., were many mails sent to domains that seem phony? is the mail size unusually large? This way, the report points to probable mail server abuse/hacking, based on which administrators can fine-tune firewall policies.

To generate the **Outbound Domain Details** report, do the following:

1. Select the **Outbound Domain Details** option from the **Exchange Report** node of the **REPORTS BY FUNCTION** tree.
2. Figure 7.475 will then appear.

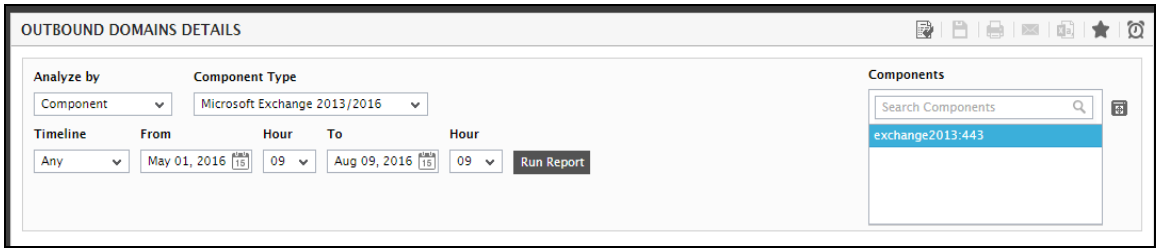


Figure 7.475: Specifying the criteria for the Outbound Domain Details report

3. From Figure 7.475, select a criterion for analysis from the **Analyze by** list box. Using this report, you can analyze the performance of one/more components, or those that are part of a service or a segment. The options provided by the **Analyze by** list box are discussed hereunder:

- **Component**: Select this option to choose the component(s) from across all the components that are available in the IT environment. For instance, for a report on the domain of a Microsoft Exchange server in the environment, select **Component** from the **Analyze by** list, select Microsoft Exchange 2013/2016 from the **Component Type** list, and then select the host listed in the Components list. If the **Components** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the button next to the **Components** list. The **COMPONENTS** pop up window will then appear using which you can view almost all the components in a single interface and **Select** the ones for which the report is to be generated. You can narrow your search further by using the **Search** text box. Specify the whole/part of the component name to search for in this text box, and click the icon next to it.
- **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
- **Segment**: Choose this option if the components to be evaluated are part of a segment. Then, pick a **Segment** for analysis.
- **Zone**: Pick this option for a report on the performance of virtual components that are included in a zone. Then, choose a **Zone**.

4. Then, specify the **Timeline** for the graph. You can either provide a fixed time line such as 1 hour, 2 days, etc., or select the **Any** option from the list to provide a **From** and **To** date/time for report generation.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the From and To specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run Report** button a message box will appear, prompting the user to change the **From** and **To** specification.

5. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick one/more components for report generation. However, if you want to view and then alter these settings (if required), click on the icon. The default settings will then appear in the **MORE OPTIONS** drop down window (See 7.4.2). The steps below discuss each of these settings and how they can be customized.

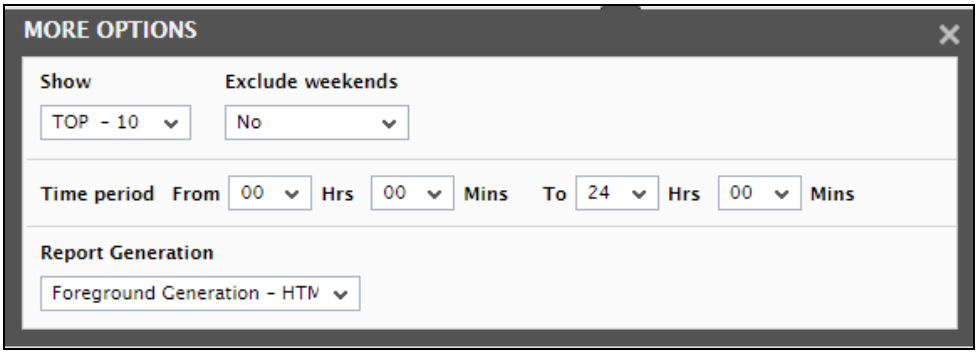


Figure 7.476: The default settings for generating the Outbound Domain Details reports

6. To view the Top -10 components, select Top -10 from the **Show** list. By default, the **Top - <maximum number of active components for the test>** will be the option chosen here - i.e., if this test takes a maximum of 5 components, then the **Top - 5** option will be selected here, by default.

   Note:

   The options to be listed in the **Show** list can be configured in the *eg_report.ini* file in the **<EG_INSTALL_DIR>\manager\config** directory. To achieve this, set the **ShowTop** parameter in the **[INFOS]** section of this list to a specific numeric value. For example, if you set **ShowTop** to 10, then the **Show** list will display the following options: *Top-10, Top-2, Top-5, Last-10, Last-2*, and *Last-5*.

7. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

   By default, the weekend constitutes Saturday and Sunday. To override this default setting, do the following:

- Edit the **eg_report.ini** file in the **<EG_INSTALL_DIR>\manager\config** directory.
- In the **[Mail_Exchange]** section of the file, the **EXCLUDE_WEEKEND** parameter is set to *Saturday*, *Sunday* by default. You can modify this by setting the **EXCLUDE_WEEKEND** parameter to a comma-separated list of other days of the week - say *Friday*,*Saturday*.
- Save the file after making the required changes.

8. Specify the start time and end time for report generation against the **Time period** field (See 7.4.2).
9. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

   - The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file (in the [EG_ INSTALL_ DIR]\manager\config directory) is set to **Yes**.
   - The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the **[BACKGROUND_ PROCESS]** section of the **eg_ report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground** . This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

10. Finally, click the **Run Report** button to generate the report.

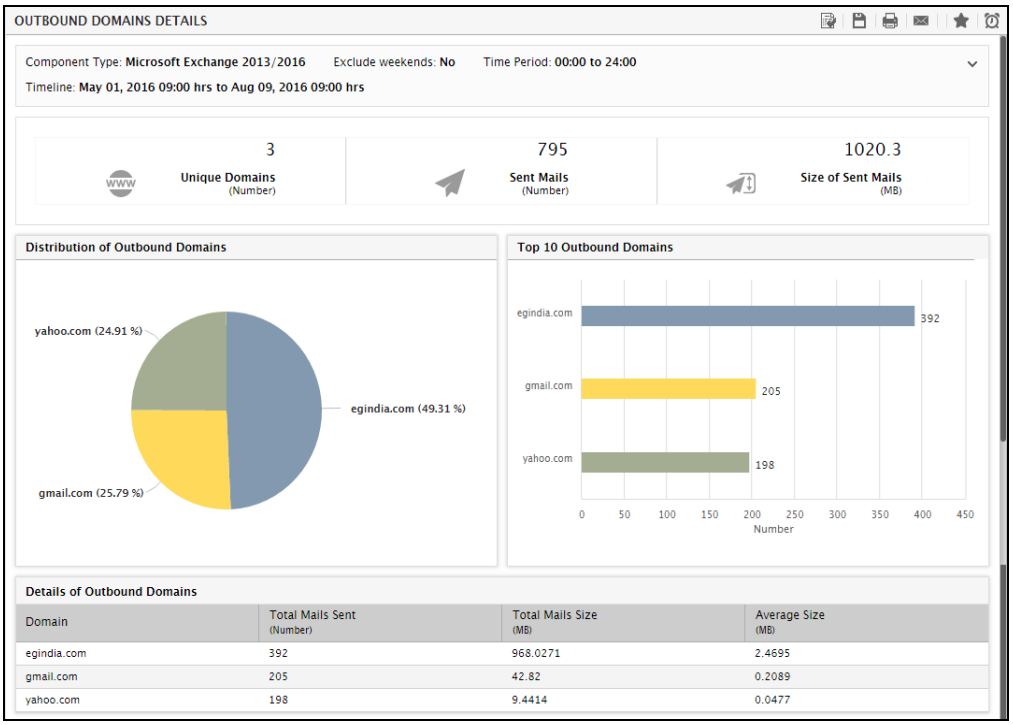


Figure 7.477: An Outbound Domain Details report

11. The generated report as shown in Figure 7.477, contains four sections. Let us now discuss each section in detail:

- The first section of the report generated in Figure 7.477 is an overview section which reveals the number of unique domains, the number of mails sent to the domains and the cumulative size of all the mails sent from the domains.
- The **Distribution of Outbound Domains** section details provides a bird's-eye view of the mails sent to various domains. Looking at this pie chart, administrators will be able to identity the domain to which most of the mails were sent.
- The **Top 10 Outbound Domains** section comprises of a bar graph that lists the top-10 domains to which the mails were sent. By merely looking at this section, administrators will be able to identify the domain to which the maximum number of mails were sent and the exact count of the mails sent to each domain.
- The **Details of Outbound Domains** table will list the domains to which the mails were sent from the monitored environment, and against each domain, the number of mails sent, the total size of the mails sent to the domain and the average size of each mail sent to the domain will be listed. Using these details administrators may be able to verify whether mails are sent to legitimate domains, constantly monitor the size of the mails and instantly identify mails that are abnormally large.

7.5 Microsoft Office 365 Reports

Microsoft SharePoint is a collection of products and software elements that include, Internet Explorer based collaboration functions, process management modules, search modules and a document- management platform. SharePoint is used to host web sites that access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs. All users can manipulate proprietary controls called "web parts" or interact with pieces of content such as lists and document libraries. eG Enterprise Suite is capable of monitoring the Microsoft SharePoint servers and in the process, helps administrators detect performance deficiencies.

While monitoring the Microsoft SharePoint servers on a day-to-day basis, SharePoint administrators often require deep-dive historical analytics related to the user traffic to individual SharePoint sites. To cater to the needs of such administrators eG Enterprise Suite offers the **SharePoint Reports** category.

The forthcoming section will elaborately discuss the report presented in this category.

7.6 Microsoft IIS Reports

Microsoft SharePoint is a collection of products and software elements that include, Internet Explorer based collaboration functions, process management modules, search modules and a document- management platform. SharePoint is used to host web sites that access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs. All users can manipulate proprietary controls called "web parts" or interact with pieces of content such as lists and document libraries. eG Enterprise Suite is capable of monitoring the Microsoft SharePoint servers and in the process, helps administrators detect performance deficiencies.

While monitoring the Microsoft SharePoint servers on a day-to-day basis, SharePoint administrators often require deep-dive historical analytics related to the user traffic to individual SharePoint sites. To cater to the needs of such administrators eG Enterprise Suite offers the **SharePoint Reports** category.

The forthcoming section will elaborately discuss the report presented in this category.

7.6.1 Microsoft IIS - Web Transaction Analysis Report

The Web Transaction Analysis report is specific to web sites. This report provides a summary of the performance of key web transaction metrics reported by eG agents for each web site. A web site may include multiple web servers, with load balancing being used to distribute the requests across

the web servers. For a specific time period (say 2 weeks), a user can use the Web Transaction Analysis report to view web transaction metrics across each of the web servers used for a web site. Using this report, a user can determine the following:

- Is the transaction load being balanced across all the web servers supporting the web site?
- Are any unusual error patterns seen on specific web servers (e.g., because some content is not available on one of the servers)?
- Is there any unusual slowness observed on specific web servers?

7.6.1 shows a Web Transactions Analysis report for a web site.

In order to generate this report, do the following:

1. Select the **Web Transaction Analysis** option from the **Consolidated Analysis** node of the **REPORTS BY FUNCTION** tree.

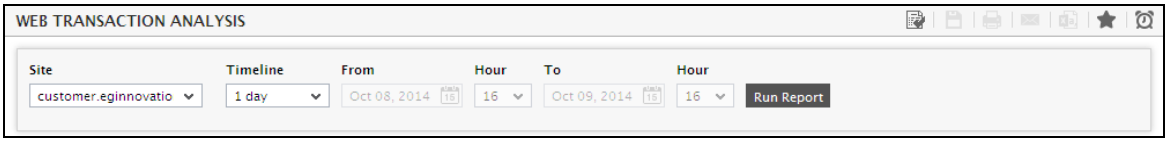


Figure 7.478: Generating the Web transaction Analysis report

2. Select the **Site** for which the report is to be generated from 7.6.1.
3. Specify a **Timeline** for the report.

   Note:

   For every user registered with the eG Enterprise system, the administrator can indicate the maximum timeline for which that user can generate a report. Once the maximum timeline is set for a user, then, whenever that user logs into eG Reporter and attempts to generate a report, the **Timeline** list box in the report page will display options according to the maximum timeline setting of that user. For instance, if a user can generate a report for a maximum period of 3 days only, then 3 days will be the highest option displayed in the **Timeline** list - i.e., 3 days will be the last option in the fixed **Timeline** list. Similarly, if the user chooses the **Any** option from the **Timeline** list and proceeds to provide a start date and end date for report generation using the **From** and **To** specifications, eG Enterprise will first check if the user's **Timeline** specification conforms to his/her maximum timeline setting. If not, report generation will fail. For instance, for a user who is allowed to generate reports spanning over a maximum period of 3 days only, the difference between the **From** and **To** dates should never be over 3 days. If it is, then, upon clicking the **Run**

Report button a message box will appear, prompting the user to change the **From** and **To** specification.

4. In addition to the settings discussed above, this report comes with a set of default specifications. These settings are hidden by default. If you do not want to disturb these default settings, then you can proceed to generate the report by clicking the **Run Report** button soon after you pick a **Site**. However, if you want to view and then alter these settings (if required), click on the button. The default settings will then appear in the **MORE OPTIONS** drop down window (see Figure 7.479). The steps below discuss each of these settings and how they can be customized.

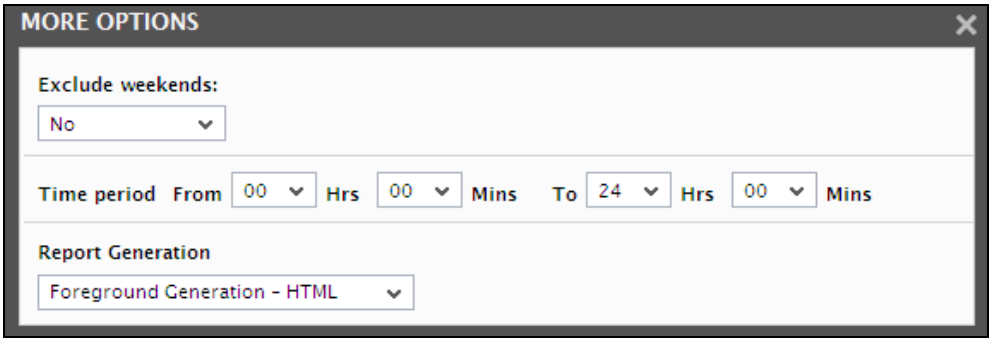


Figure 7.479: The default settings for generating the Web Transaction Analysis report

5. Specify the start time and end time for report generation against the **Time period** field (see Figure 7.479).
6. If the timeline specified for the report needs to exclude the data collected during the Weekends, then set **Exclude weekends** to **Yes**. If not, select **No**.

   Note:

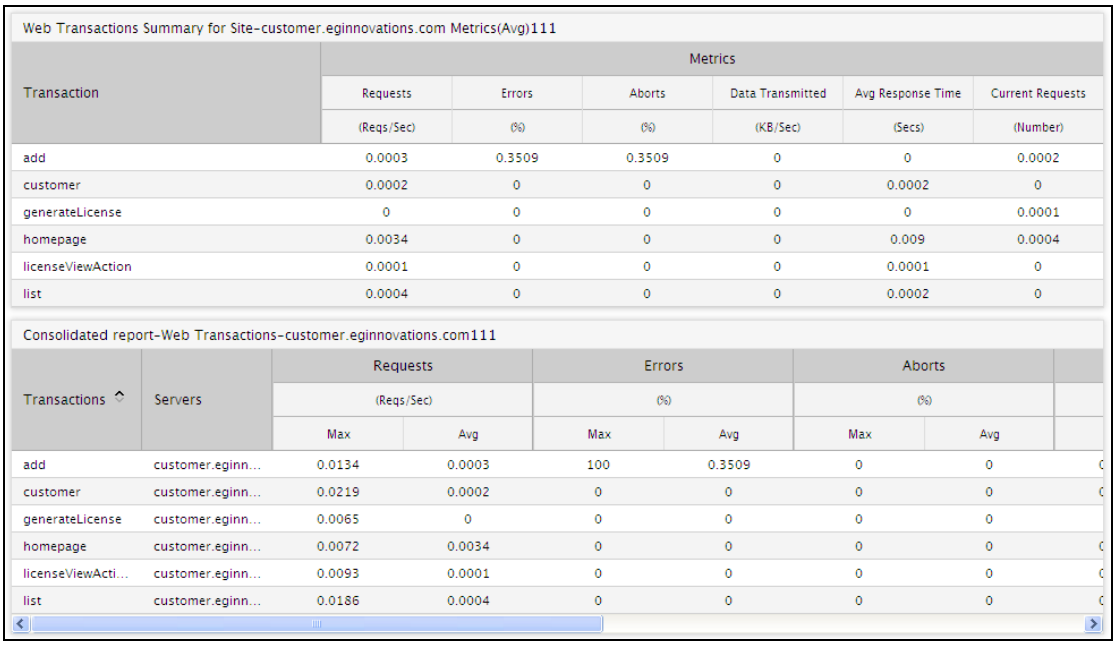
   The **Weekend** settings for a **Zone Performance** report will apply to this report too.

7. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

   Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

8. Finally, click the **Run Report** button to generate the report.
9. 7.6.1 reveals the transaction-related metrics for the chosen Website.



Web Transactions Summary for Site-customer.eginnovations.com Metrics(Avg)111

Transaction	Metrics					
	Requests (Reqs/Sec)	Errors (%)	Aborts (%)	Data Transmitted (KB/Sec)	Avg Response Time (Secs)	Current Requests (Number)
add	0.0003	0.3509	0.3509	0	0	0.0002
customer	0.0002	0	0	0	0.0002	0
generateLicense	0	0	0	0	0	0.0001
homepage	0.0034	0	0	0	0.009	0.0004
licenseViewAction	0.0001	0	0	0	0.0001	0
list	0.0004	0	0	0	0.0002	0

Consolidated report-Web Transactions-customer.eginnovations.com111

Transactions	Servers	Requests (Reqs/Sec)		Errors (%)		Aborts (%)	
		Max	Avg	Max	Avg	Max	Avg
add	customer.eginn...	0.0134	0.0003	100	0.3509	0	0
customer	customer.eginn...	0.0219	0.0002	0	0	0	0
generateLicense	customer.eginn...	0.0065	0	0	0	0	0
homepage	customer.eginn...	0.0072	0.0034	0	0	0	0
licenseViewActi...	customer.eginn...	0.0093	0.0001	0	0	0	0
list	customer.eginn...	0.0186	0.0004	0	0	0	0

Figure 7.480: The performance of the website hosted by a Web server

Note:

All the metrics displayed in a **WebTransaction Analysis** report are pre-configured, and cannot be altered.

10. On the other hand, if the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the **Run Report button** will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a **PDF** of the report by clicking on the icon in that page.

Custom Reports

8.1 Custom Capacity Analysis Report

The eG Reporter module offers a wide variety of reports using which one can cross-correlate and time-correlate across thousands of metrics collected from across the environment. Reports generated using trend data particularly can accurately reveal the past load and performance trends, using which future trends in load and usage can be determined. The Avg, Sum, Max, and Min values computed by the eG Enterprise system on an hourly basis as part of its trend computations, help a great deal in determining potential sizing inadequacies and planning the future capacity of the environment. However, from a strict capacity planning perspective, **Percentile** values are deemed as more effective pointers to capacity inadequacies than the avg, sum, max, and min values. To enable users to effectively plan the capacity of their environment, eG Enterprise allows administrators to configure the trend manager to compute percentile values, and then generate a **Custom** report using the computed percentiles.

To generate a **Custom** report, do the following:

1. Login to eG Reporter.
2. Select the **Custom Capacity Analysis** option from the **Capacity Planning** node of the **REPORTS BY FUNCTION** tree.
3. Figure 8.1 will then appear where you need to configure the test for which the custom capacity planning report needs to be generated.

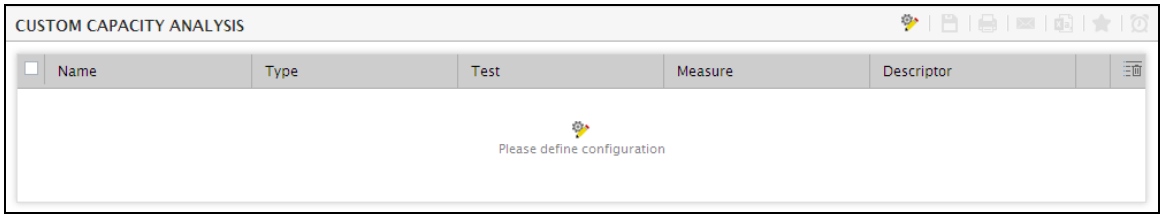


Figure 8.1: The Custom Capacity Analysis report before configuration

4. Clicking on the **Please define configuration** link in Figure 8.1 will lead you to 8.1 using which you can configure the tests for which the Custom Capacity Analysis report needs to be generated.

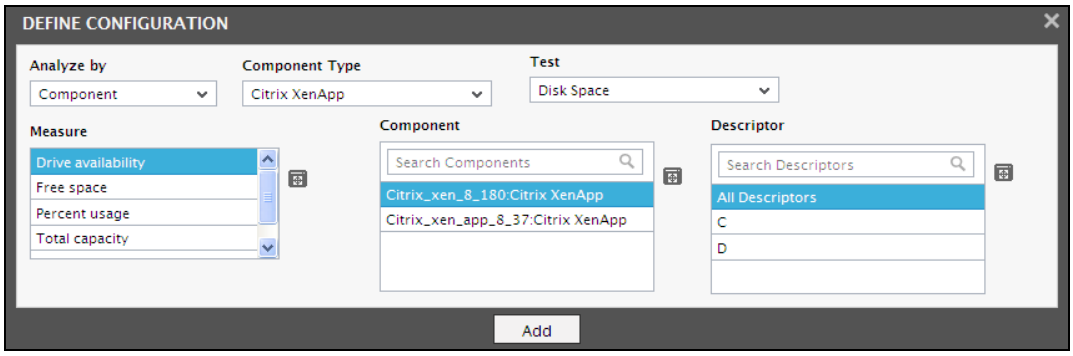


Figure 8.2: Defining the tests for generating the Custom Capacity Analysis reports

5. Pick a criterion for analysis from the **Analyze by** list. Using this report, you can analyze the capacity of independent components and those that are part of a segment, service, or a zone. The options provided by the **Analyze by** list box are discussed hereunder:

   - **Component**: Select this option to choose the component(s) from across all the managed components in the environment.
   - **Service**: Select this option if the components for which a report is to be generated are involved in the delivery of a business service. Then, select a **Service**.
   - **Segment**: Choose this option if the components for which this report is to be generated are part of a segment. Then, pick a **Segment** for analysis.
   - **Zone**: Pick this option for a capacity planning report for components that are part of a zone. Then, choose a **Zone**. Also, indicate whether the components within the sub-zones of the chosen zone are also to be to be considered for report generation, by selecting an option from the **Include subzone** list.

6. Based on the criterion chosen from the **Analyze by** list, the **Component Type** list will be populated. Select a component type for which the report is to be generated.
7. Of the tests associated with the chosen component-type, select the **Test** to which this report should pertain.
8. From the **Measure** list, choose the measures for which this report is to be generated. If too many measures are listed here, then viewing all the measures and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Measure** list. The **MEASURES** pop up window will then appear using which you can view almost all the measures in a single interface and select the ones for which the report is to be generated.

9. All components of the chosen type spread across the environment, or which are within a chosen segment / service / zone (based on the **Analyze by** selection) will be listed in the **Component** list. Pick the components for which the report is to be generated. If the **Component** list consists of too many components, then viewing all the components and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Component** list. The **COMPONENT** pop up window will then appear using which you can view almost all the components in a single interface and select the ones for which the report is to be generated.
10. Select the descriptors of interest from the **Descriptor** list; to include all descriptors in the analysis, select the All Descriptors option. If the **Descriptor** list consists of too many descriptors, then viewing all the descriptors and selecting the ones you need for report generation could require endless scrolling. To avoid this, you can click the icon next to the **Descriptor** list. The **DESCRIPTOR** pop up window will then appear using which you can view almost all the descriptors in a single interface and select the ones for which the report is to be generated.

    Note:

    The **Descriptor**list will be populated with descriptors only if a single component is chosen from the **Component** list. If multiple components are chosen, no descriptors will be displayed here for selection. The **Descriptor**list will be populated with descriptors only if a single component is chosen from the **Component** list. If multiple components are chosen, no descriptors will be displayed here for selection.

11. Then, click the **Add** button in Figure 8.3. The specification that you built will be added as shown in Figure 8.3. Similarly, multiple specifications can be added. To remove a specification, simply select the check box corresponding to that row in the box, and click the button. To remove all specifications listed in the box, just select the check box before the column head **Name** so that, all listed specifications are marked for deletion; then, click the icon.

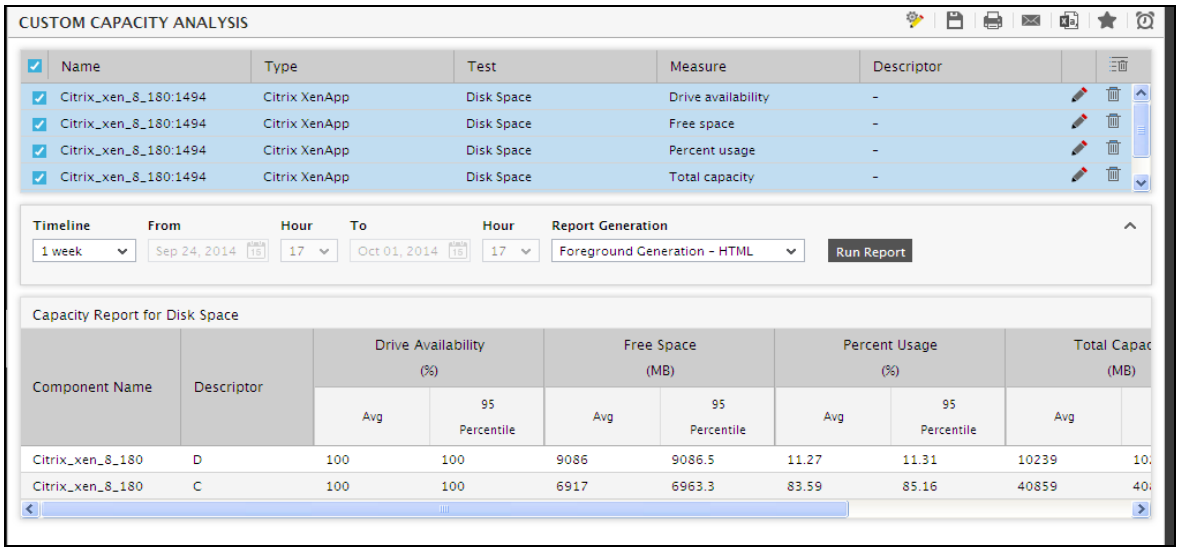


Figure 8.3: The Custom Capacity Analysis report

12. If your specification includes one or more descriptors, you can modify your specification by clicking the button. Figure 8.4 will then appear.

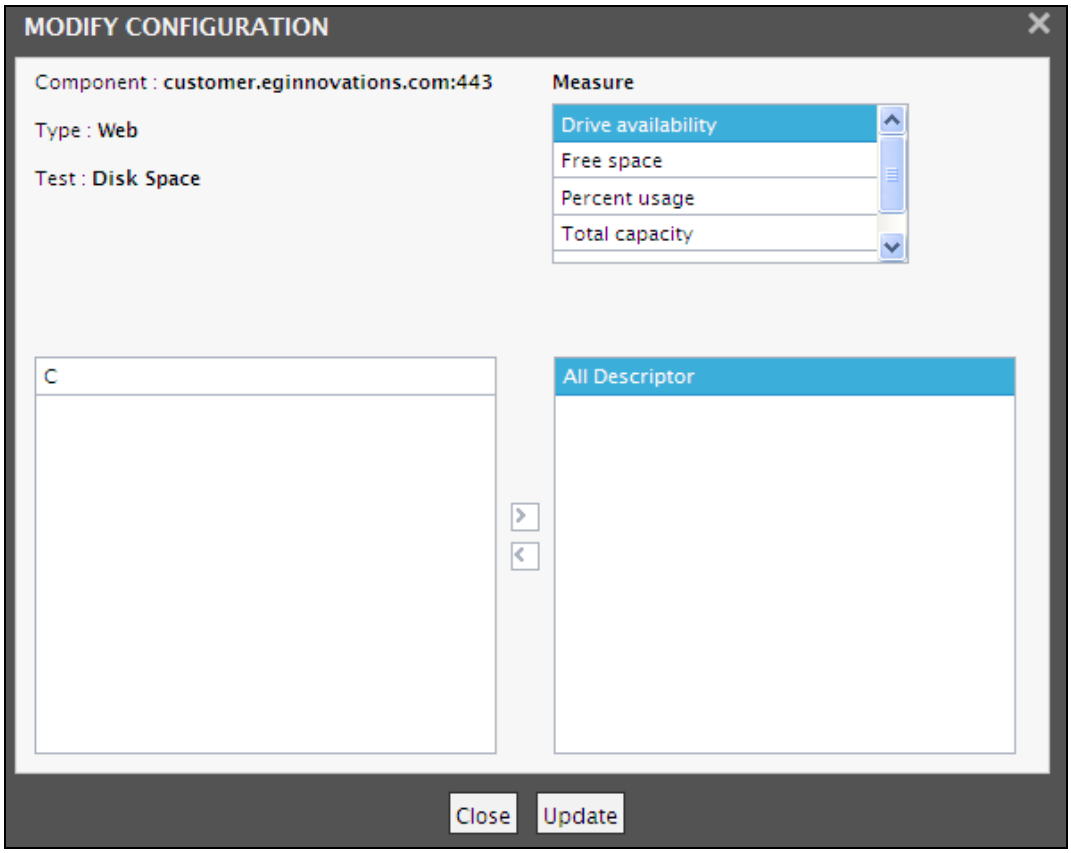


Figure 8.4: Modifying descriptors

13. To add more descriptors, select one/more options from the **Excluded Descriptors** list in Figure 8.4 and click the **>** button. To remove descriptors, select one/more options from the **Included Descriptors** list and click the **<** button. Finally, click the **Update** button.

14. Also, the **Measure** list in Figure 8.4 will display all the measures for the chosen test, and will indicate which ones have been chosen for report generation. If you want to exclude one/more measures, simply deselect the measures from the **Measure** list, and finally, click the **Update** button.

15. This will lead you back to the report page.

16. Provide a **Timeline** for the report (see Figure 8.3).

17. In large environments, reports generated using months of data can take a long time to complete. Administrators now have the option of generating reports on-line or in the background. When a report is scheduled for background generation, administrators can proceed with their other monitoring, diagnosis, and reporting tasks, while the eG manager is processing the report. This

saves the administrator valuable time. To schedule background processing of a report, you can either select the **Background Save - PDF** option or the **Background Save - CSV** option from the **Report Generation** list. In this case, a **Report Name** text box will appear, where you would have to provide the name with which the report is to be saved in the background. To process reports in the foreground, select the **Foreground Generation - HTML** option from this list.

Note:

- The **Report Generation** list will appear only if the **EnableBackgroundReport** flag in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file (in the [EG_INSTALL_DIR]\manager\config directory) is set to **Yes**.
- The default selection in the **Report Generation** list will change according to the **Timeline** specified for the report. If the **Timeline** set is greater than or equal to the number of days specified against the **MinDurationForReport** parameter in the [BACKGROUND_PROCESS] section of the **eg_report.ini** file, then the default selection in the **Report Generation list** will be **Background Save - PDF**. On the other hand, if the **Timeline** set for the report is lesser than the value of the **MinDurationForReport** parameter, then the default selection in the **Report Generation** list will be **Foreground**. This is because, the **MinDurationForReport** setting governs when reports are to be processed in the background. By default, this parameter is set to 2 weeks - this indicates that by default, reports with a timeline of 2 weeks and above will be processed in the background.

18. Finally, click the **Run Report** button to generate the report.
19. If the **Foreground Generation - HTML** option is chosen from the **Report Generation** list, then, 8.1 will appear as soon as the **Run Report** button is clicked.

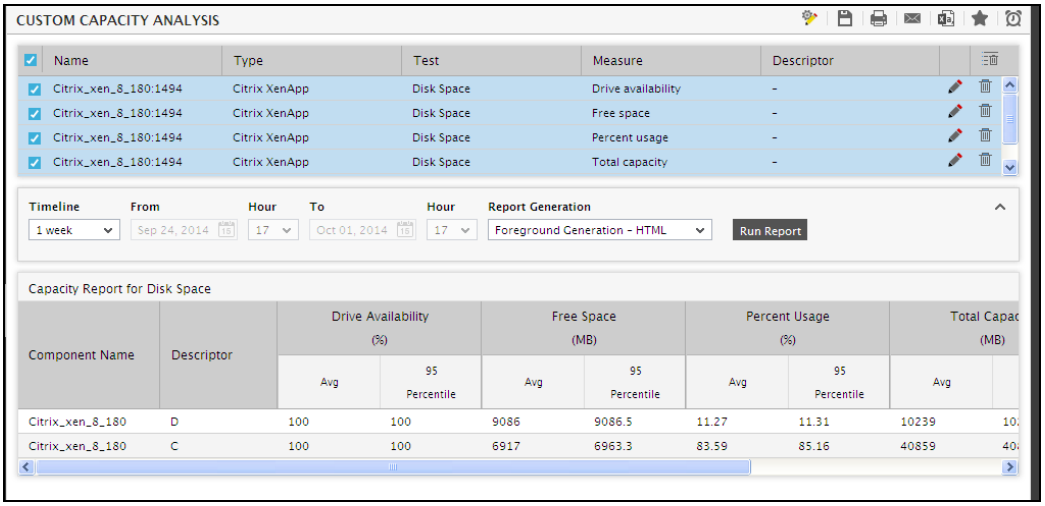
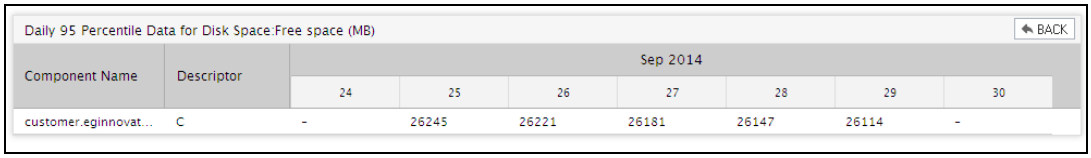


Figure 8.5: The Capacity Planning Report

20. For each component, measure, and descriptor chosen earlier, this report will display the Avg value recorded by the chosen measure over a period of time, as also the **Percentile** value associated with the measure. Using this report, you can easily understand the variations in the behavior of the measure over time, and accordingly plan the future capacity of the application/system.

21. Clicking on an Avg or a Percentile value that corresponds to a measure will lead you to Figure 8.6 If the **Timeline** of the original reports spans a day, then Figure 8.6 will provide an hourly breakup of the Percentile computations for the corresponding measure-descriptor combination so that, you can isolate the exact hour at which the resource usage was abnormally high. Likewise, if the **Timeline** of the report spans days, then Figure 8.6 will provide a day-wise breakup of the Percentile computations. In the same way, a **Timeline** specification that runs across months will result in a Figure 8.6 that will provide a monthly breakup of the Percentile calculations.


Daily 95 Percentile Data for Disk Space:Free space (MB)

BACK

Component Name	Descriptor	Sep 2014						
		24	25	26	27	28	29	30
customer.eginnovat...	C	-	26245	26221	26181	26147	26114	-

Figure 8.6: Day-wise percentile break up

22. If the **Background Save - PDF** option is chosen from the **Report Generation** list, then clicking on the Run Report button will not generate the report and display it in this page for your benefit. Instead, a message indicating that the report is being processed in the background will appear. This will be accompanied by a link that will lead you to the page that lists all the reports that are being processed in the background, and their current status. If background report generation fails for a report, you can regenerate that report using this page, or can even delete that report if need be. On the other hand, if background processing successfully completes for your report, then, you can view a PDF of the report by clicking on the PDF icon in that page.

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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