

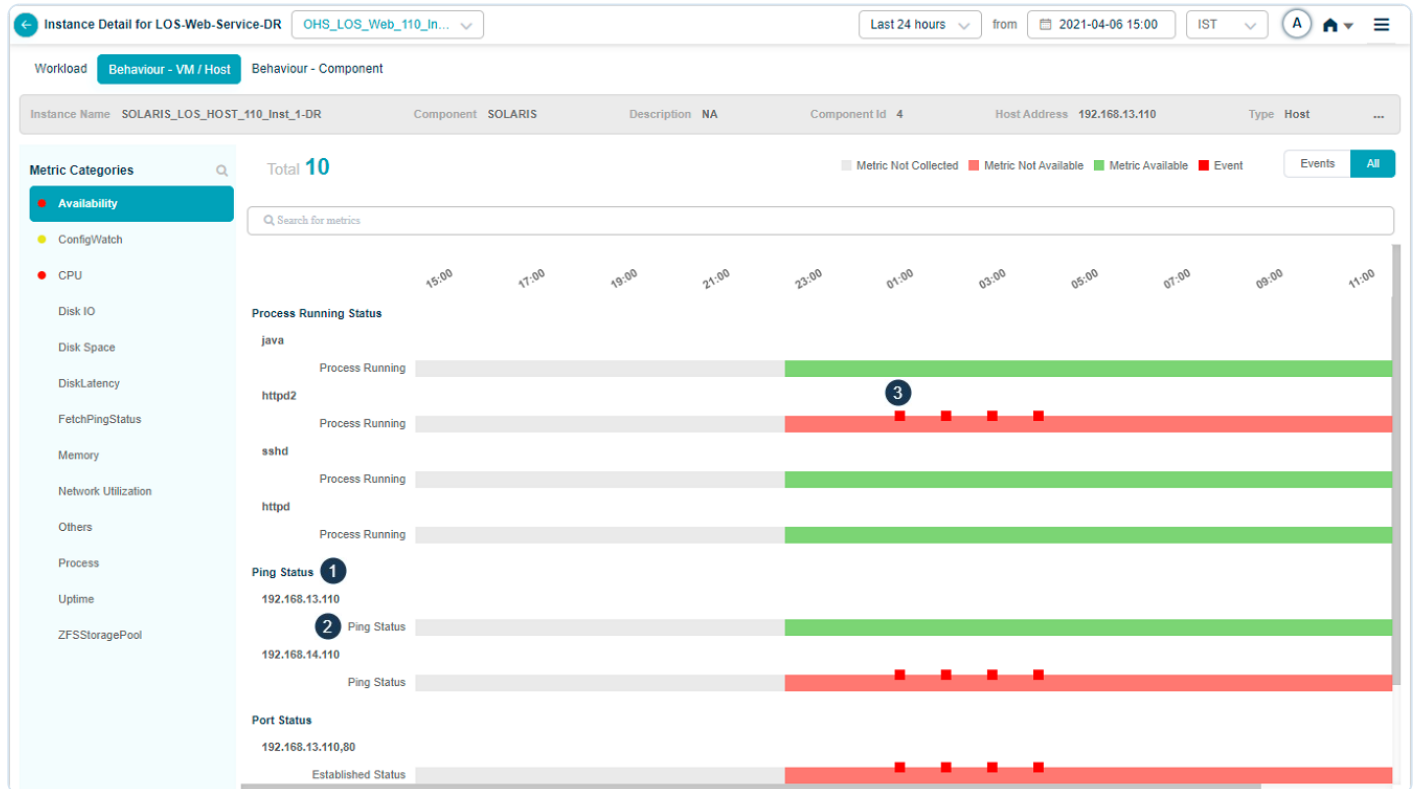


DOCUMENTATION

Viewing Availability KPI

HEAL Software Inc.

Availability KPIs show whether instances and ports are up or down. They apply at the instance level only and group together under one category called **Availability** at the top of every instance screen. Values are binary (0 or 1).



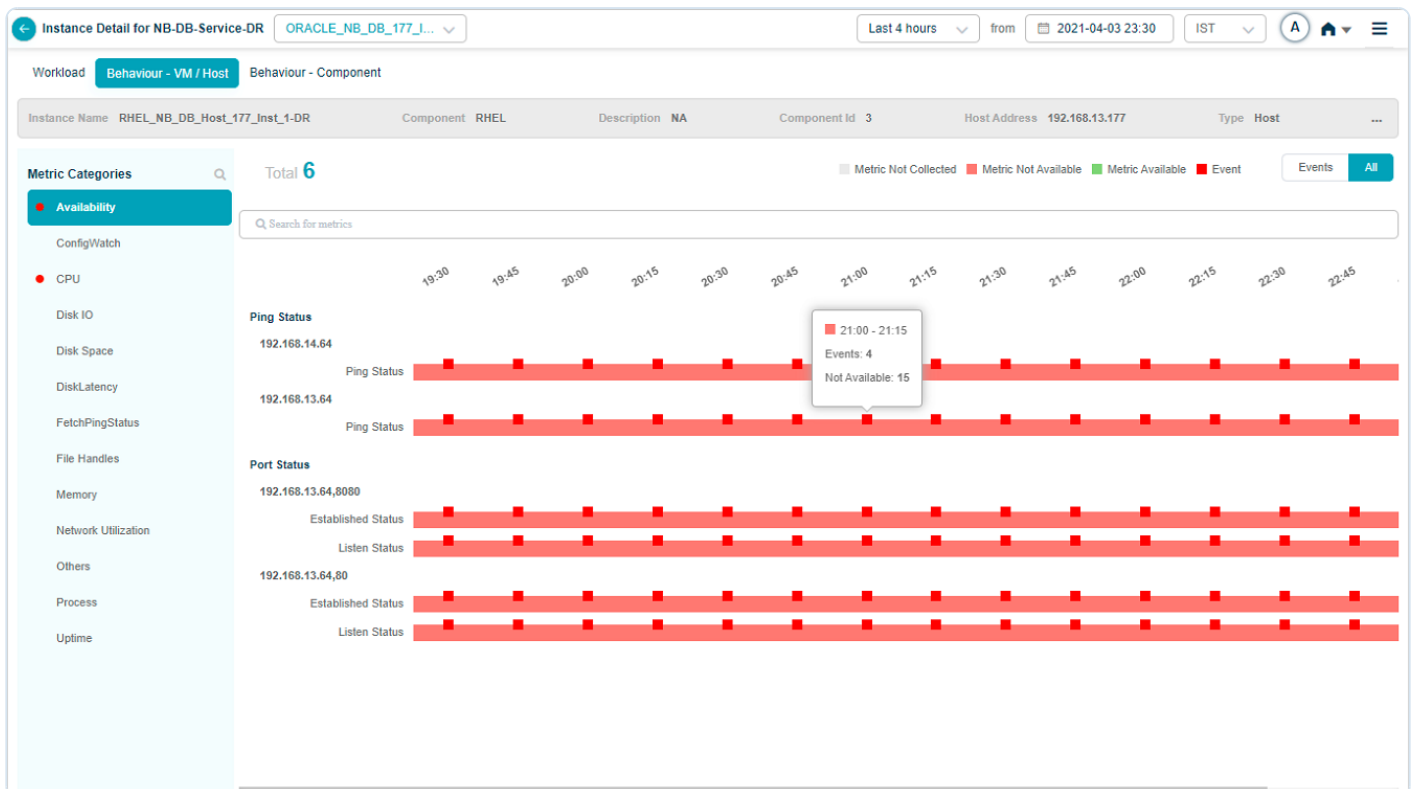
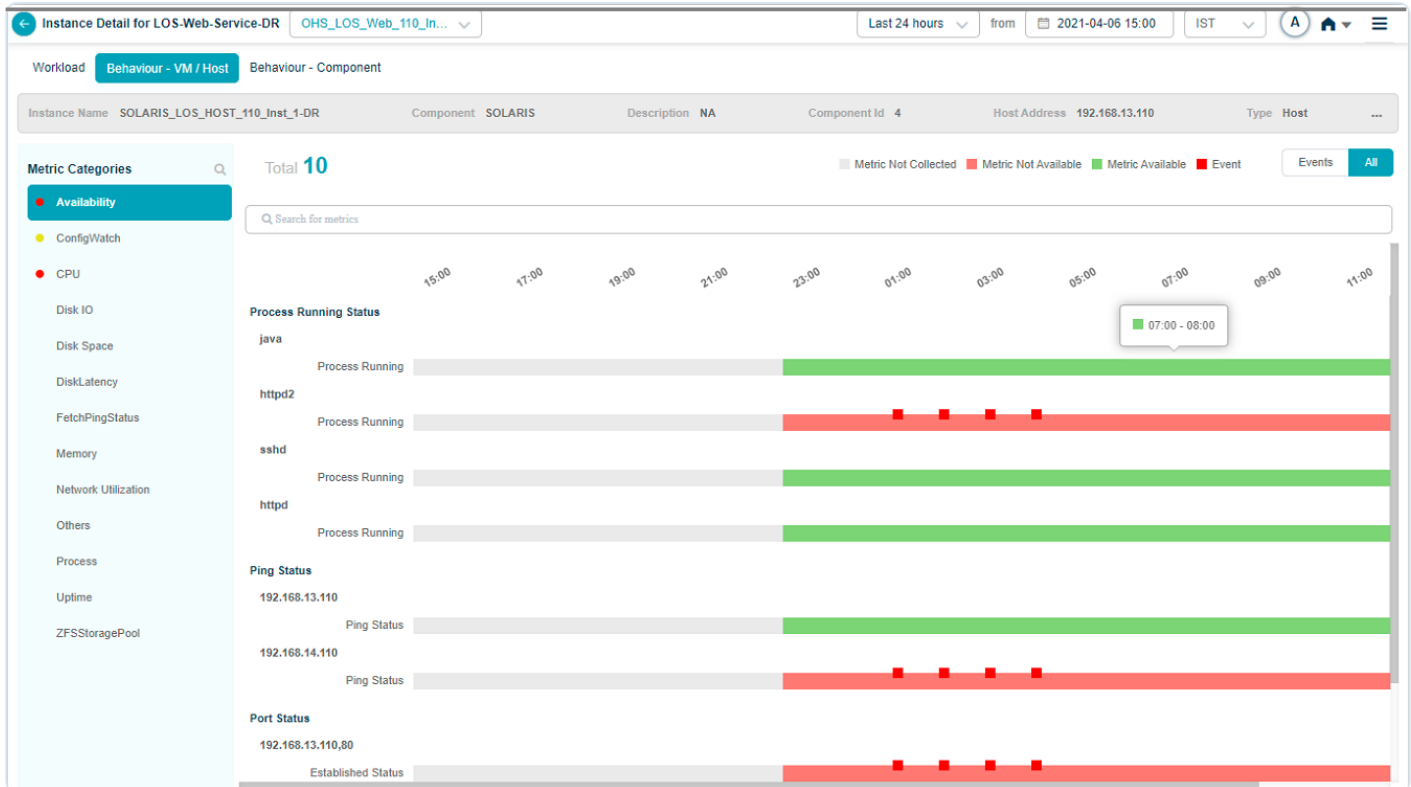
Whatâ??s on the screen

- Group KPI.** A KPI that contains other KPIs.
- KPI under a group.** One of the KPIs grouped under the parent.
- Status bar.** Pick **Events** to show only KPIs that have events. The bar uses three blocks:
 - Red.** A KPI that is unavailable and meets the persistence or suppression rules. The block sits on top of a pink block.
 - Pink.** The KPI is unavailable for that time range.
 - Green.** The KPI is available for that time range.

Pink and red are blocks, not shading. Heat-map screens use shading to reflect event counts. Availability bars do not. The colors here mean exactly what is described above.

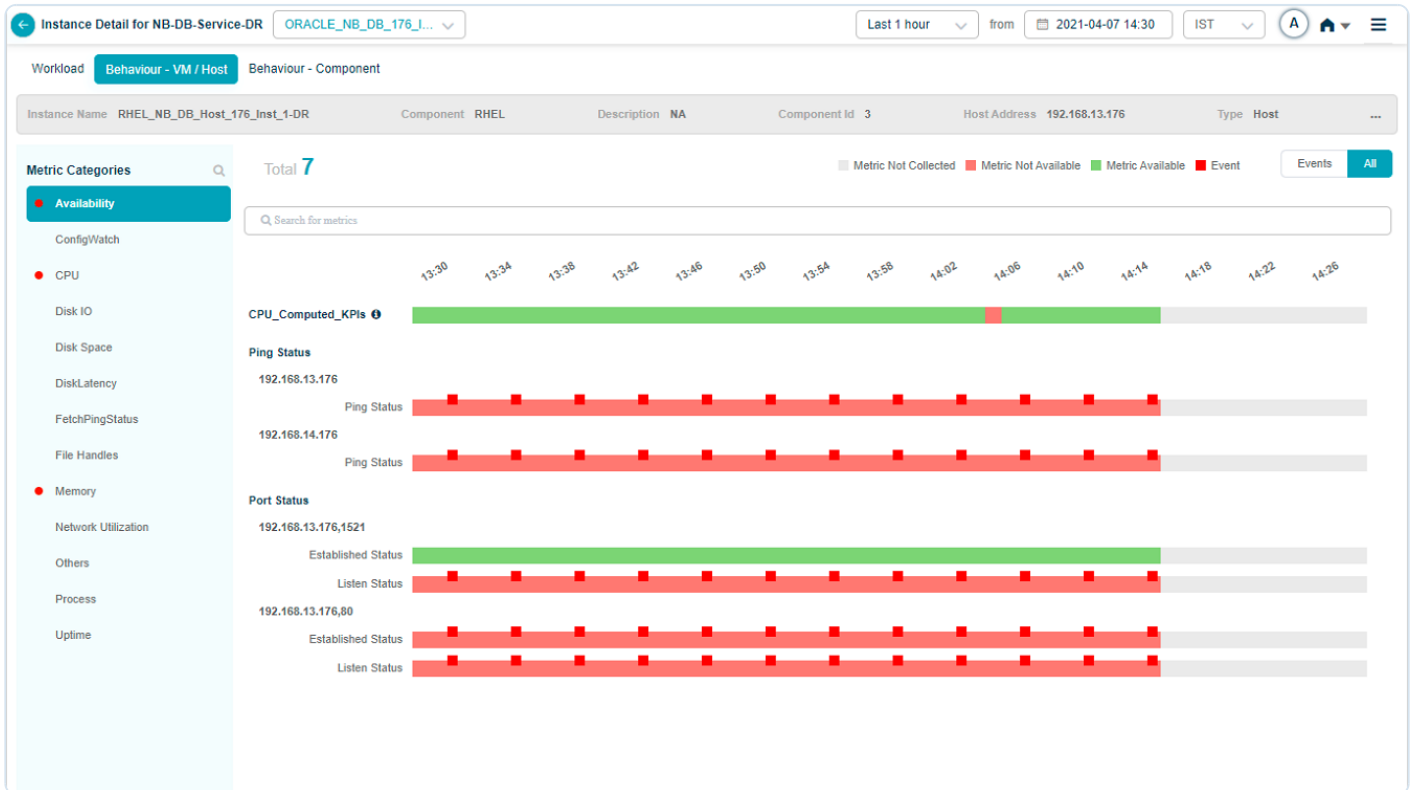
Hover details

Hover a green block to see the time interval the KPI was available.

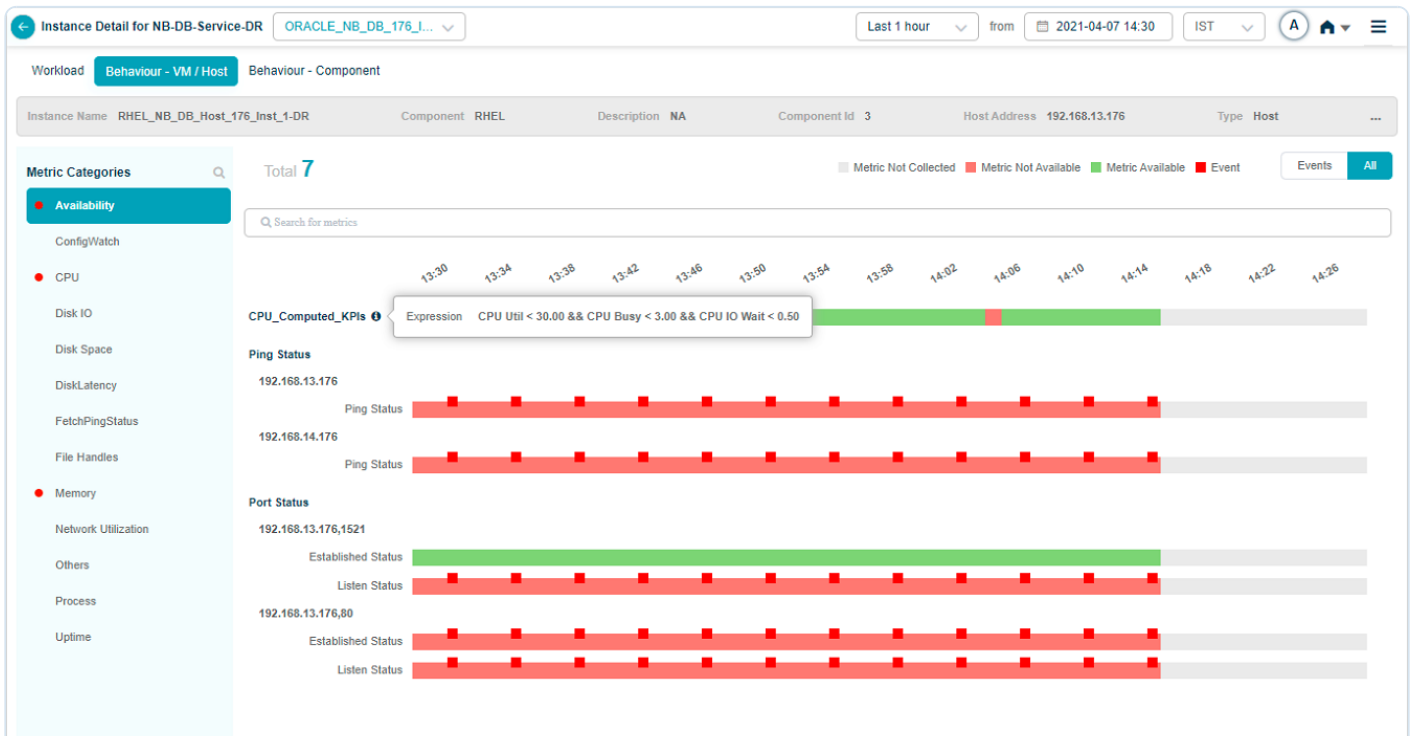


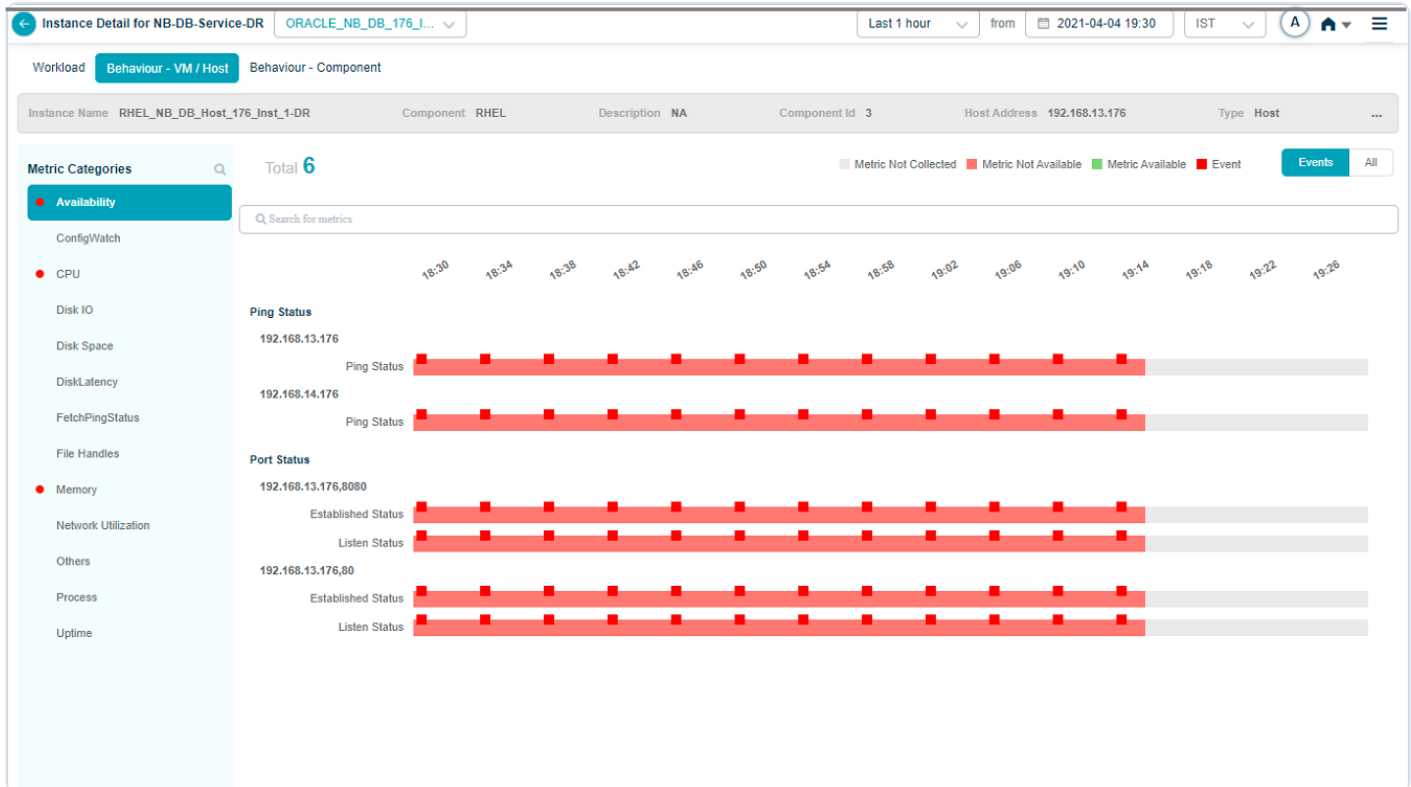
Computed availability metrics

If you create an Availability Computed metric in the Control Center (for example, Server Availability), it shows alongside the regular availability KPIs.



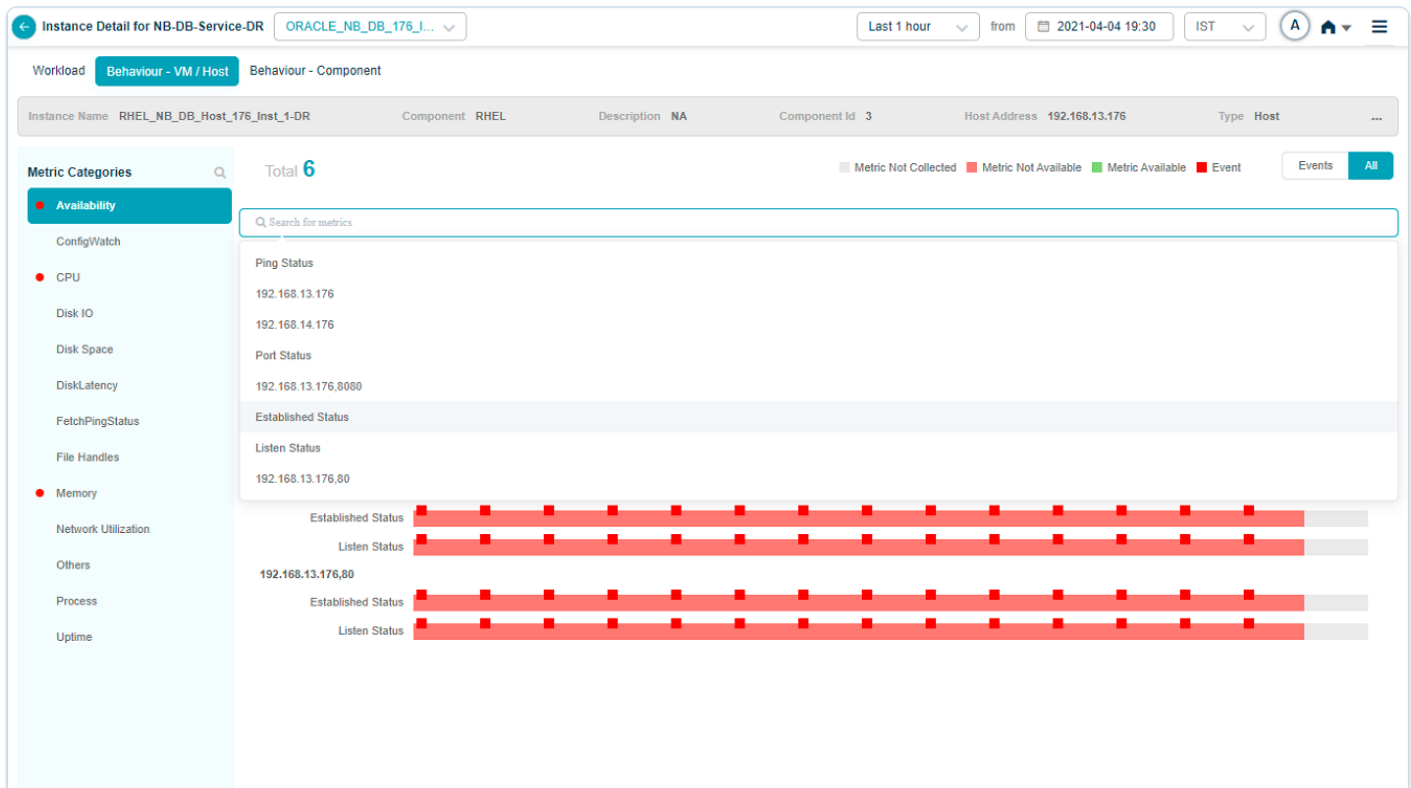
Click the information icon to see the computed metric expression.

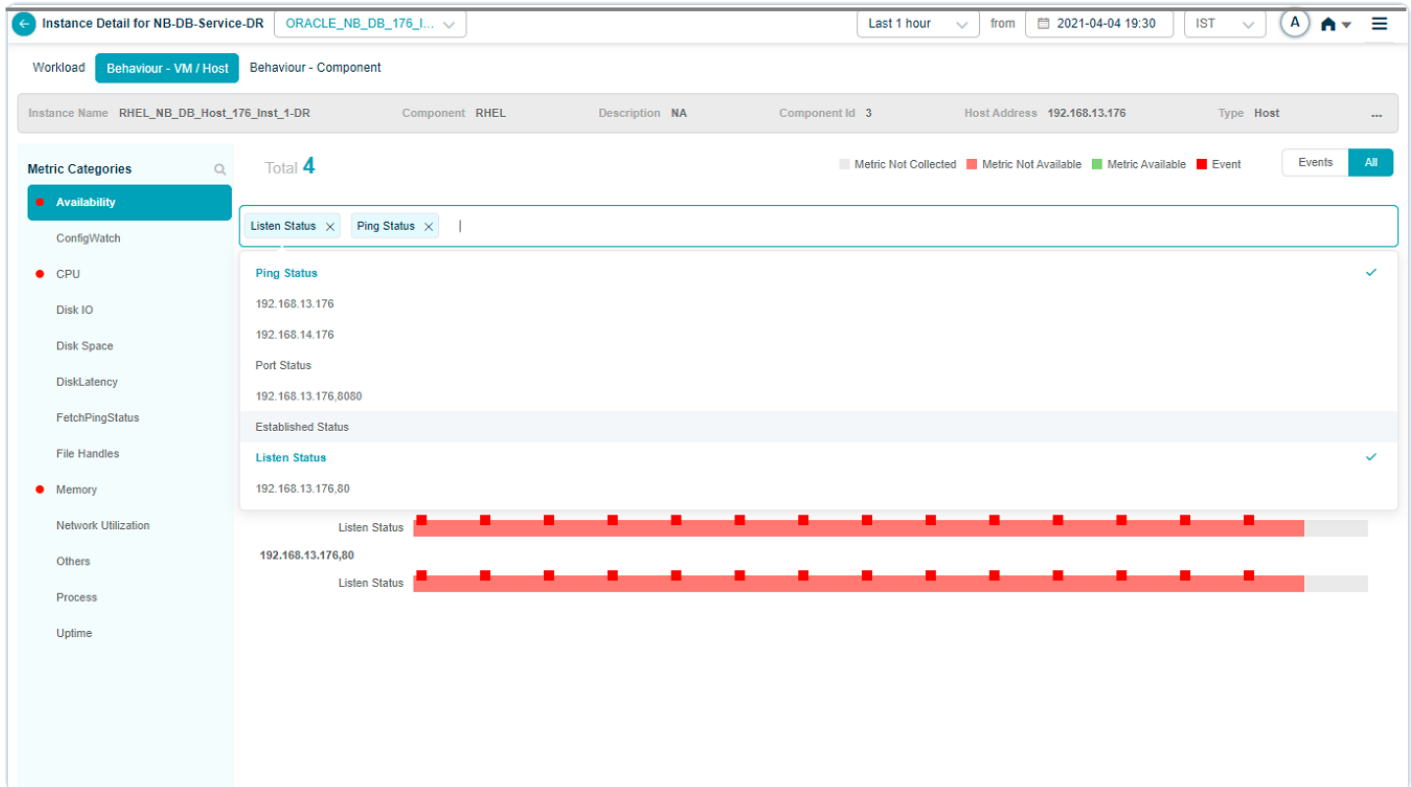




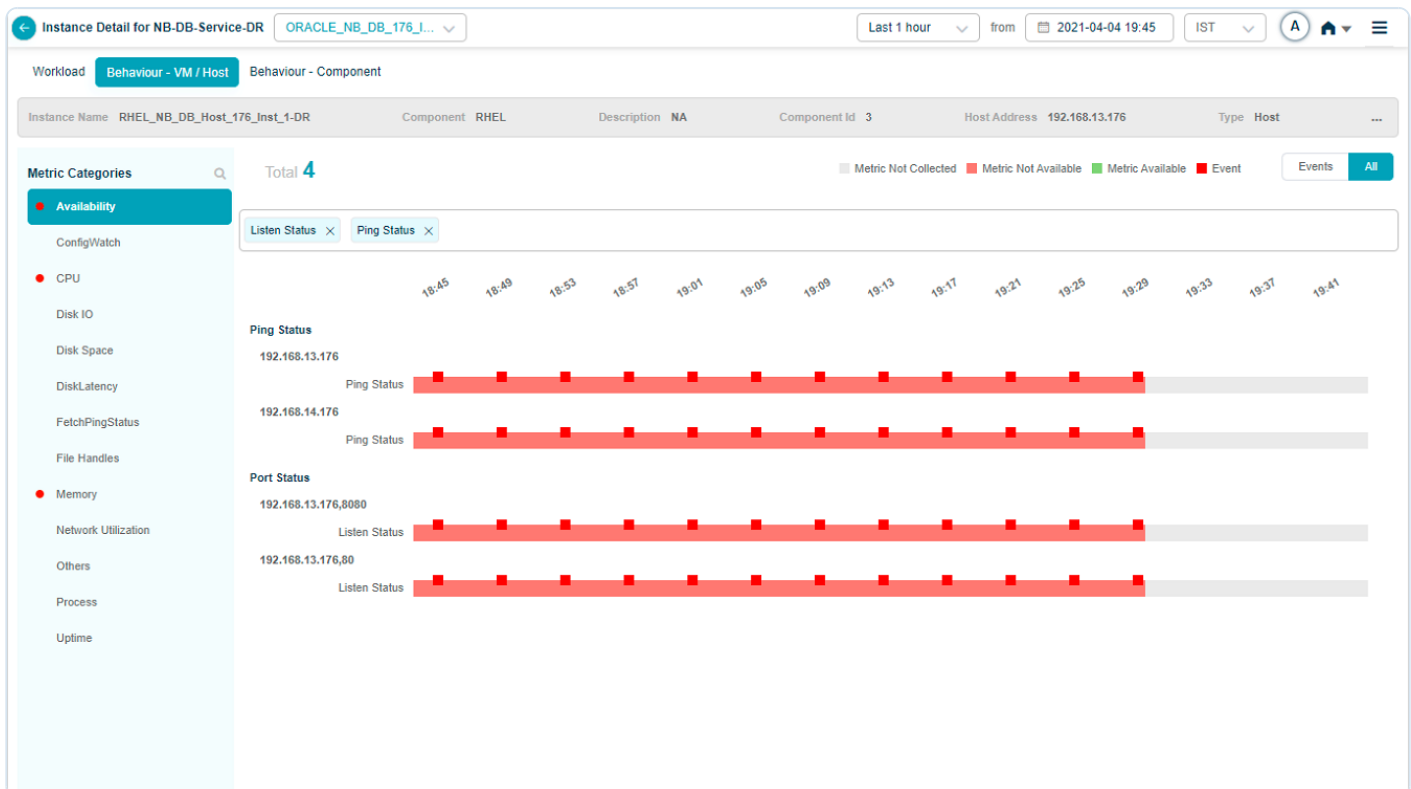
Search for KPIs

Click the **Search for metrics** box, then pick the metrics you want.





Data for the selected metrics appears.



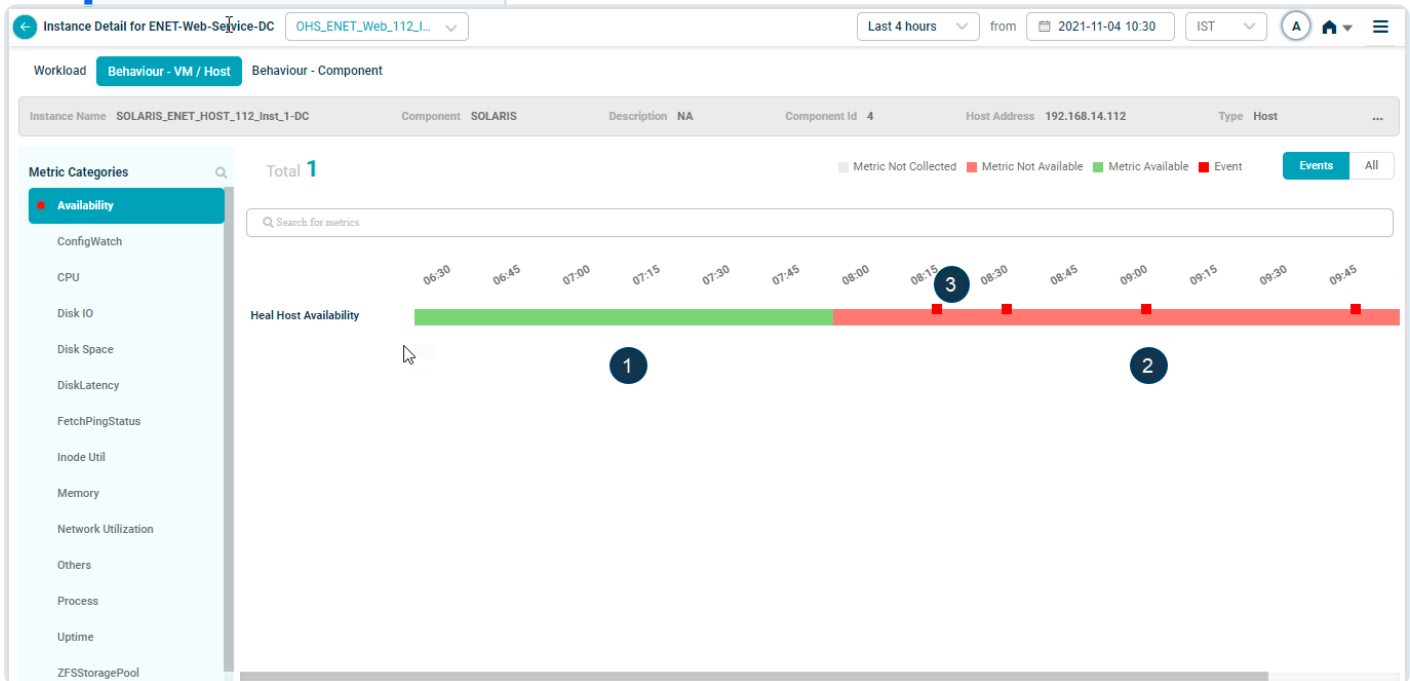
HEAL Host Availability

This KPI publishes one value per component instance and lets you tell whether a host is up or down. Notifications fire when the Supervisor Agent goes down.

Requirement. Available only when the Supervisor Agent is installed and running on the target server. Not currently available for remote monitoring.

Required Supervisor Agent version.

- supervisor_solaris_10_2.1.1.12
- supervisor_Linux_10_2.1.0.12



1. Green block. The host is available for that time range.

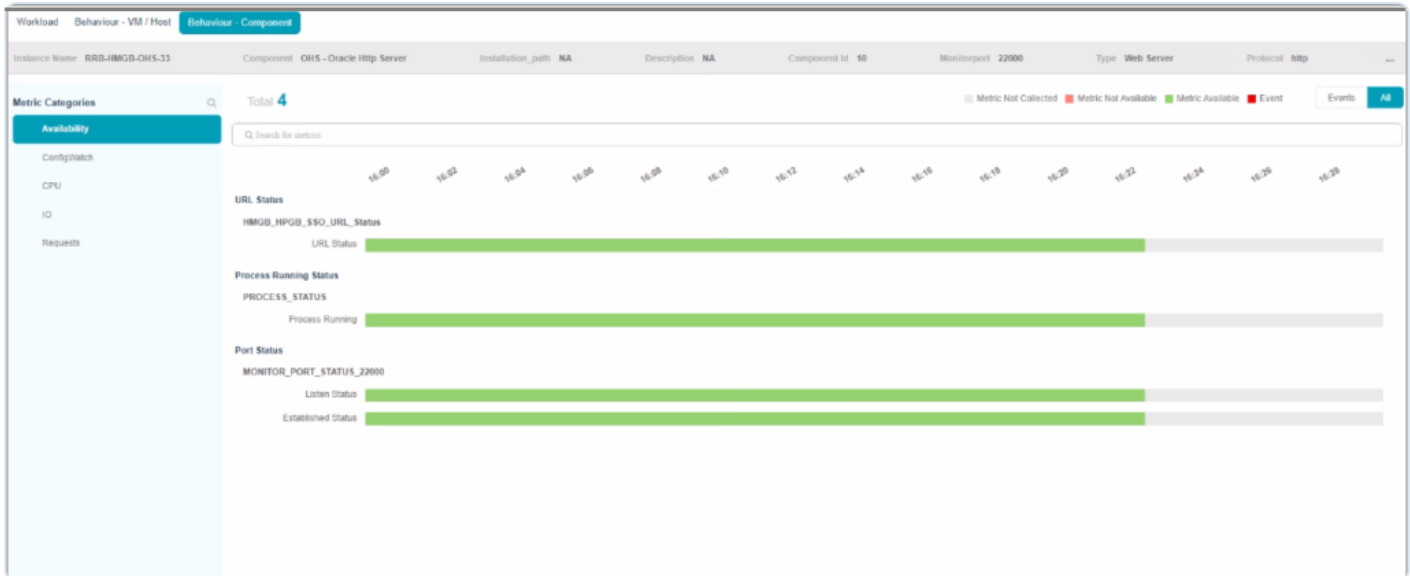
2. Pink block. The host is unavailable for that time range.

3. Red block. The host is unavailable and meets the persistence or suppression rules. Sits on top of the pink block.

URL Availability

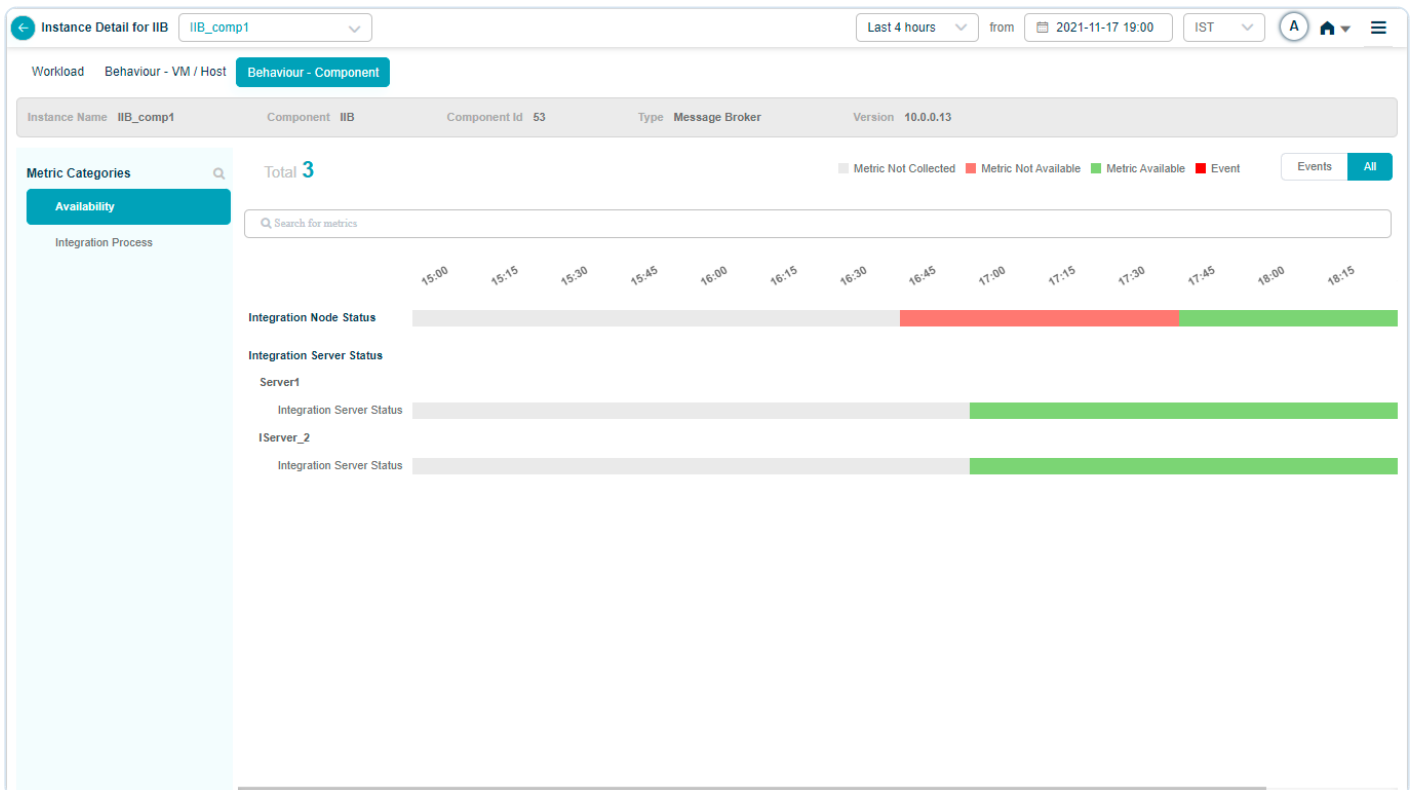
This KPI publishes the availability of specified URLs. Notifications fire when a URL becomes unreachable.

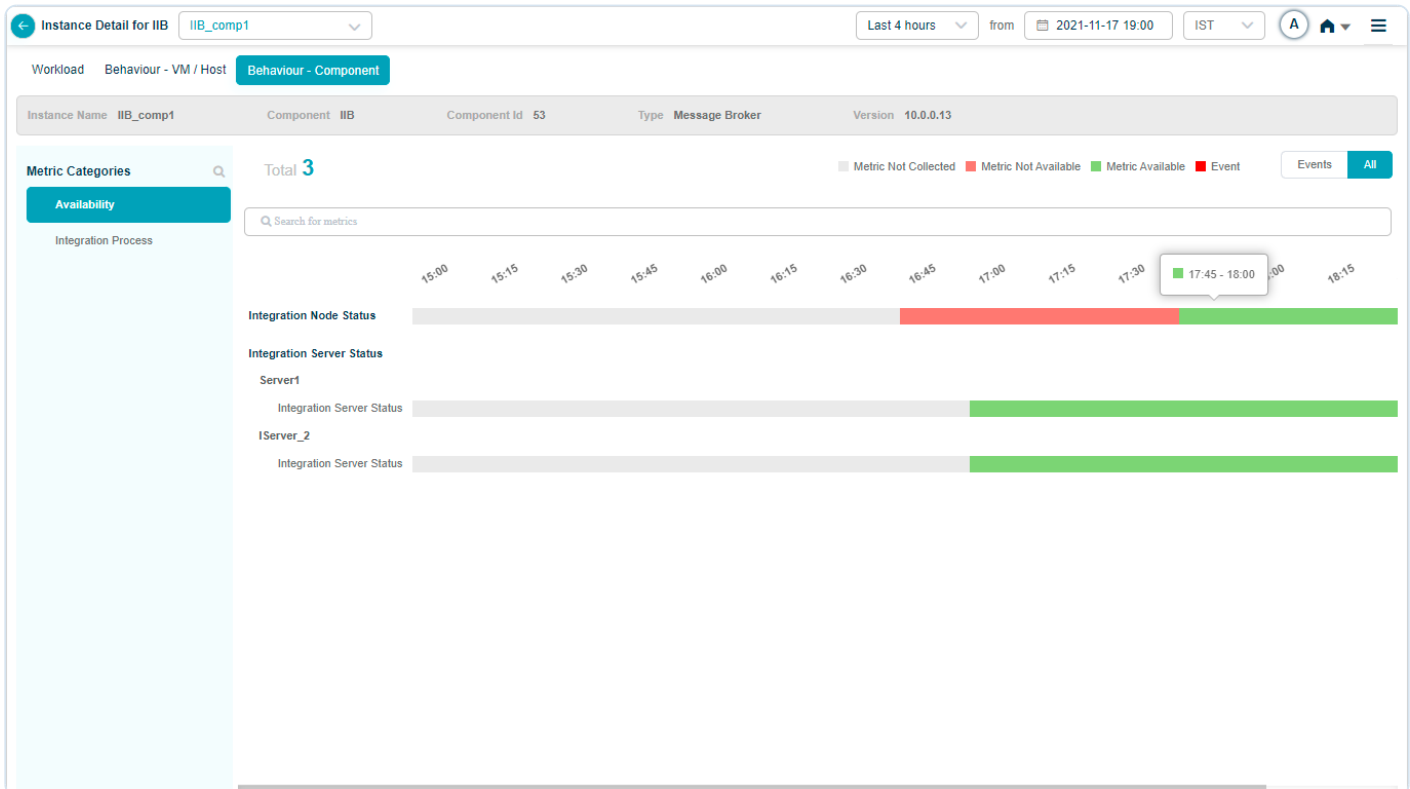
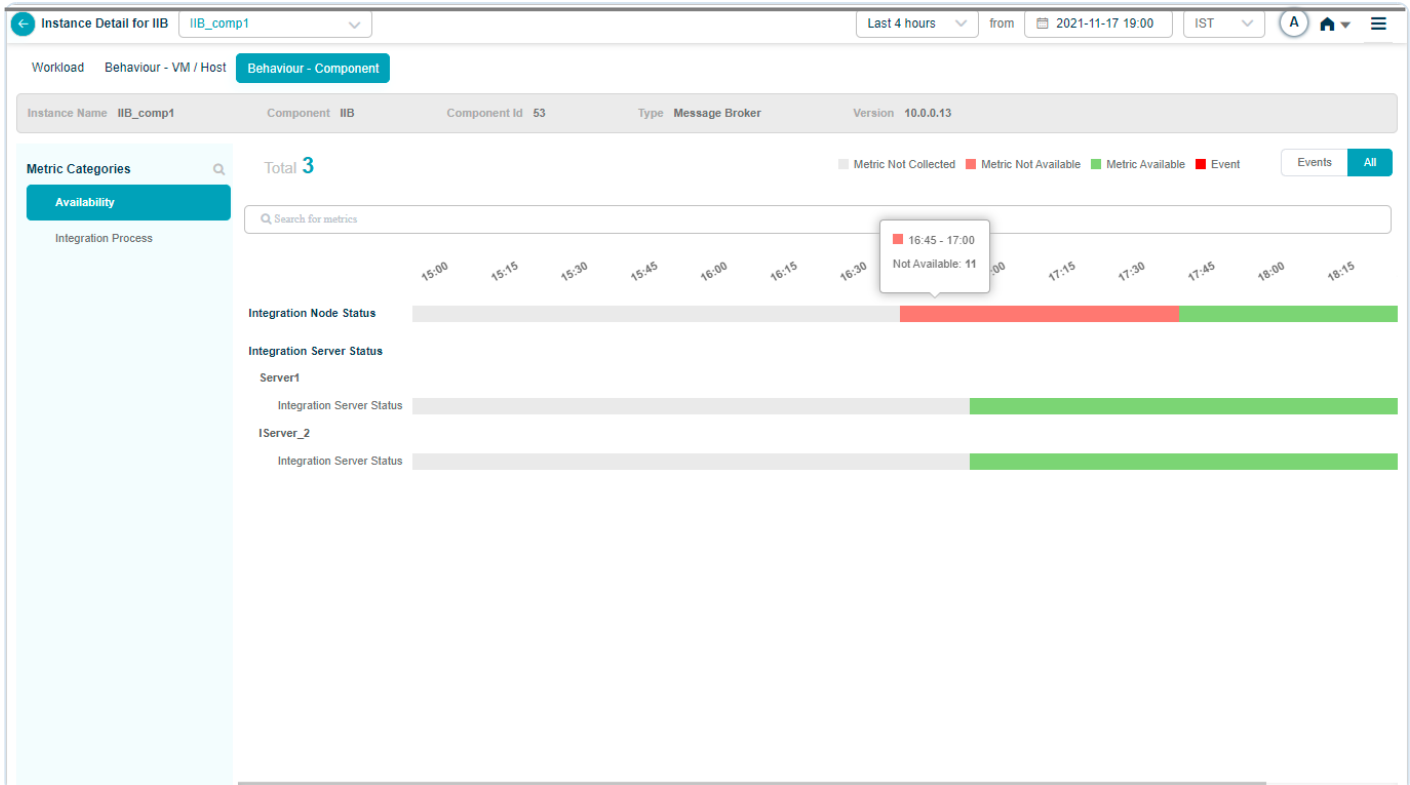
- **Gray block.** The metric was not collected for that time range.
- **Green block.** The URL is reachable.
- **Pink block.** The URL is unreachable.
- **Red block.** The URL is unreachable and meets the persistence or suppression rules.



Sample components with availability KPIs

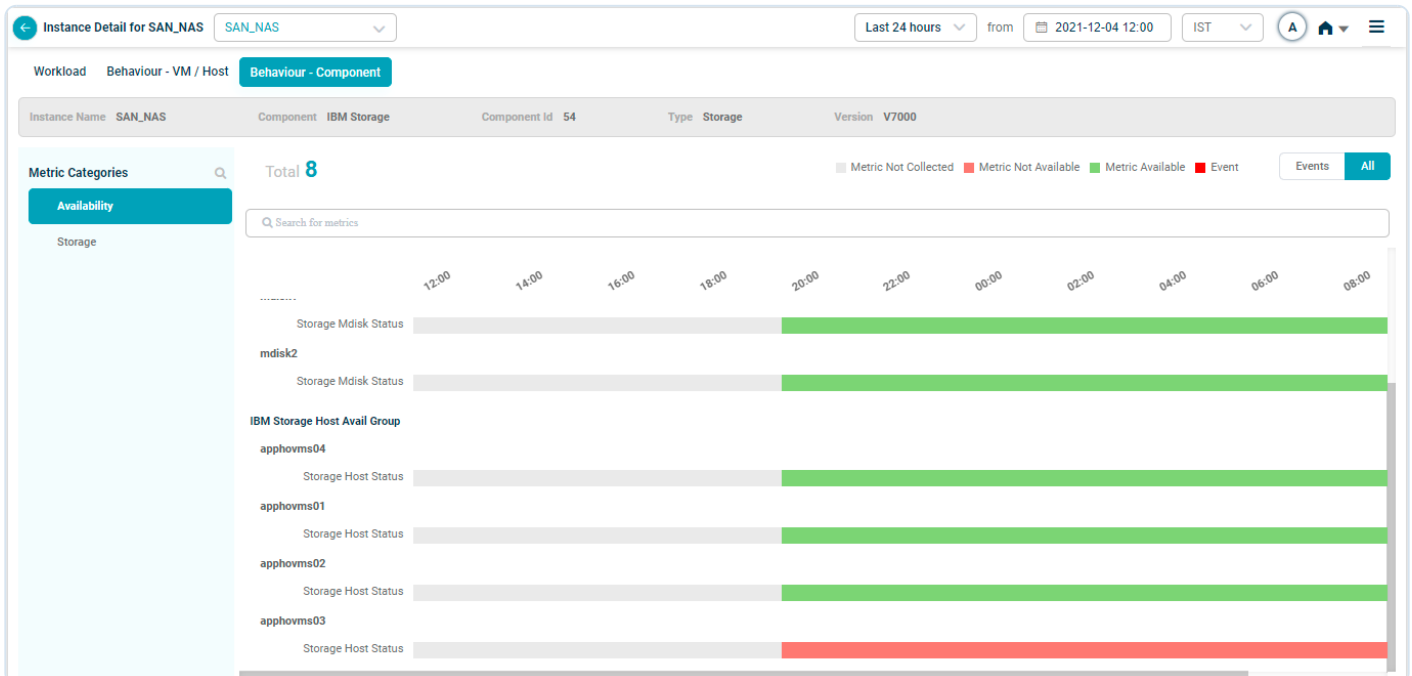
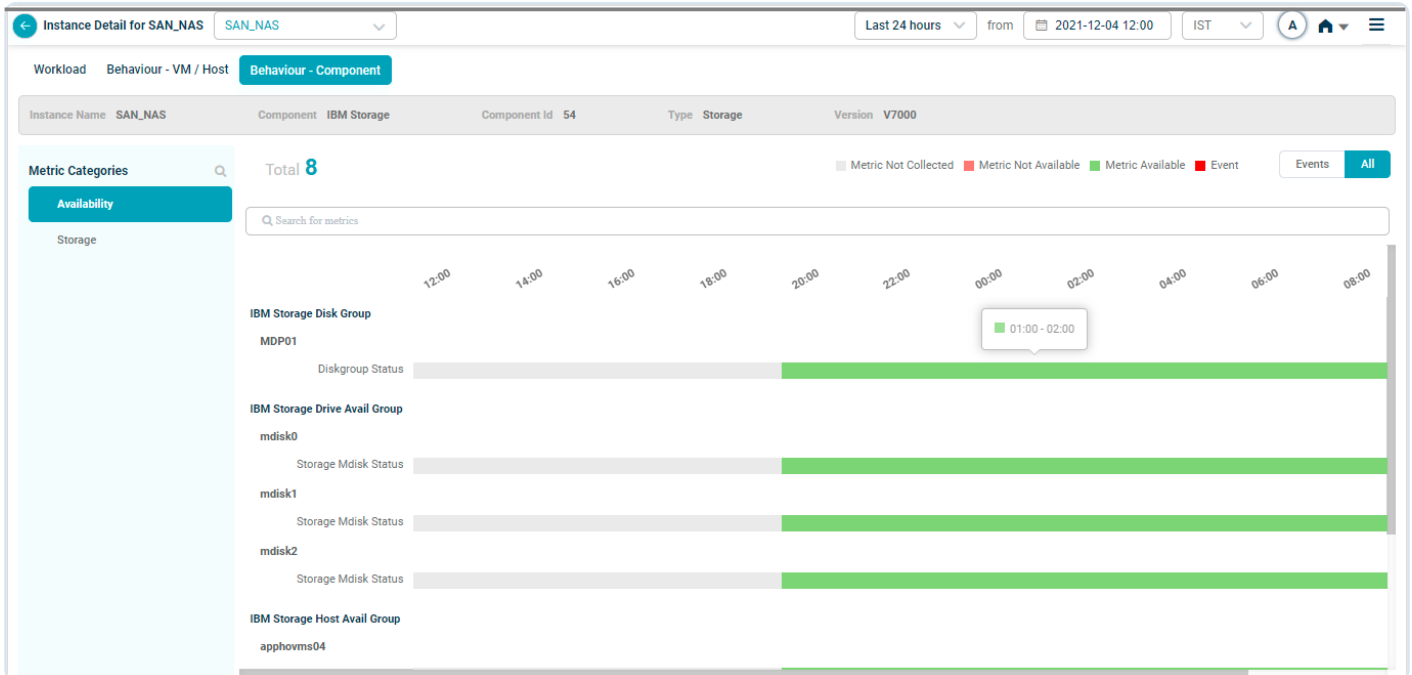
Map IIB component instances to IIB components in the Control Center to see IIB availability KPIs. **Integration Node Status** shows whether the IIB node is active. **Integration Server Status** shows whether the server is up.





IBM Storage

Map SAN_NAS instances to the IBM Storage component in the Control Center to see IBM Storage availability KPIs. The Disk Group, Drive Avail Group (Mdisk), and Host Avail Group KPIs cover those components.



Next

- Viewing Application Health . the application-level dashboard.
- Viewing Request Dashboard . workload request details.
- HEAL Health KPIs . monitor the HEAL platform itself.