



User Guide
Vityl IT & Business
Monitoring
2.2



Copyright Terms and Conditions

The content in this document is protected by the Copyright Laws of the United States of America and other countries worldwide. The unauthorized use and/or duplication of this material without express and written permission from HelpSystems is strictly prohibited. Excerpts and links may be used, provided that full and clear credit is given to HelpSystems with appropriate and specific direction to the original content. HelpSystems and its trademarks are properties of the HelpSystems group of companies. All other marks are property of their respective owners.

201805090509

Table of Contents

Welcome to Vityl IT & Business Monitoring	1
Product Connections	2
Product Connections Page	2
Adding an Vityl IT & Business Monitoring Connection	3
Connecting to and Disconnecting from a Server	5
Editing an Existing Vityl IT & Business Monitoring Product Connection	6
Deleting A Product Connection	7
Dashboards	8
Creating a Dashboard for Vityl IT & Business Monitoring	9
Customizing A Dashboard for Vityl IT & Business Monitoring	11
Working with Dashboards	13
Working with Layouts	18
Quick Layouts	18
Deleting Dashboards	20
Widgets	21
Data Sources	25
Selecting a Data Source	25
Assets	25
Adding Widgets	27
Viewing Widgets Full Screen	36
Deleting Widgets	37

Welcome to Vityl IT & Business Monitoring

Vityl IT & Business Monitoring is a component of HelpSystems Insite which allows you to display information from your installation of Vityl IT & Business Monitoring in a web-based interface.

This gives you the ability to view and monitor the most critical assets of your business from a single location, whether it be from your desktop or a mobile device such as a phone or tablet.

After you download and install Insite on a Windows® or Linux® system, open the web interface in your favorite browser and point it at the server where you have Vityl IT & Business Monitoring installed. No updates are needed for the products you currently have running on those systems in order to use Insite.

This document is intended an overview to configuring and using Vityl IT & Business Monitoring.

To access detailed online help when using Insite click  on the Insite header bar.

For information that is specific to Vityl IT & Business Monitoring, please refer to your individual Vityl IT & Business Monitoring documentation.

Product Connections

Product connections provide the link between Insite and installations of Vityl IT & Business Monitoring.

At least one product connection to an instance of Vityl IT & Business Monitoring must exist in order for Vityl IT & Business Monitoring to be available within Insite.

In addition, Insite product connections can be made to the following products:

- Access Authenticator
- Automate Ops Console
- Deployment Manager
- Password Self Help
- Powertech Network Security
- Robot Network
- Robot Schedule
- Webdocs for IBM i

Before you can begin using the above modules, you have to create connections between Insite and your IBM i, Automate Enterprise, and Vityl IT & Business Monitoring servers that have those products installed on them. You do that from the Product Connections page.

Product Connections Page

NOTE: Only a user with administration permissions can access this page.

In the Navigation Pane, Settings, click **Product Connections**. If the menu is hidden, click .

This page shows which connections have been made between Insite and your IBM i, Automate Enterprise and Vityl IT & Business Monitoring servers. For each connected system, you can see which products are installed on it. You can also connect and disconnect the IBM i and Automate Enterprise servers via this page.

Adding an Vityl IT & Business Monitoring Connection

In order to use Vityl IT & Business Monitoring, you must connect Insite to one or more of your systems that have Vityl IT & Business Monitoring installed on them.

This is one of the tasks that must be done before anyone can use the Vityl IT & Business Monitoring module.

Follow these steps to define a connection:

1. In the **Navigation Pane**, click **Settings**.
2. Click **Product Connections**.
3. Click **Add**.

4. From the **Connection Type** drop-down menu select **Vityl IT & Business Monitoring**.
5. Enter the **Network name** or **IP Address** of the server on which the instance of Vityl IT & Business Monitoring to which you want to connect is installed.
6. Unless otherwise instructed, leave the **Port** setting as **19180**.
7. Enter an **Alias**. This is the name by which this connection will be identified throughout Insite.
8. Click **Save**.

If the connection is successful and active it is displayed on the **Product Connections** page as a  green cloud symbol.

The screenshot shows a web interface titled "Product Connections" with a sub-header "2". In the top right corner, there is a "help" link with a question mark icon. Below the header, there is a navigation bar with a refresh icon, a left arrow, the number "1", a right arrow, and a settings gear icon. On the far right of this bar is a green "+ Add" button. Below the navigation bar is a search bar with the placeholder text "Search...". The main content area contains a list of two items, each with a checkbox on the left and a three-dot menu icon on the right. The first item is "Vityl IT & Business Monitoring 48" and the second is "Vityl IT & Business Monitoring 68". At the bottom of the list, there is a box containing the text "Last Updated: 2018-3-21 16:29:04 GMTST".

You are now ready to [add a dashboard](#) for this product connection.

Connecting to and Disconnecting from a Server

On the Product Connections page, you can see at a glance which Vityl IT & Business Monitoring servers have active connections to HelpSystems Insite (they are indicated by a green cloud .

You can temporarily disconnect any system (without completely removing the connection) and then reconnect it again when needed. After disconnecting or reconnecting servers, you may need to refresh the page to see your changes.

To disconnect one or more servers

1. In the Navigation Pane, click **Settings**.
2. Click **Product Connections**.
3. *To disconnect one server:*

Click  **Show Actions** at the end of the row for that server. Then, click **Disconnect**.

To disconnect more than one server:

Select (check) the servers. Then, click the **Disconnect** button.

To reconnect one or more servers

1. Click **Admin Settings** under Server Settings.
2. Click **Product Connections** on the Administration Settings page.
3. *To connect one server:*

Click  **Show Actions** at the end of the row for that server. Then, click **Connect**.

To connect more than one server:

Select (check) the servers. Then, click the **Connect** button.

Editing an Existing Vityl IT & Business Monitoring Product Connection

Follow these steps to edit the definition for an Vityl IT & Business Monitoring connection:

1. In the Navigation Pane, click **Settings**.
2. Click **Product Connections**.
3. Click the name of the Vityl IT & Business Monitoring system you need to edit. The page that opens shows the current definition and a list of the HelpSystems products installed on that system along with their versions.

The screenshot shows a dialog box titled "Edit Product Connection" for "Alignia 68". It has a "help" icon in the top right corner. Below the title bar are "Cancel" and "Save" buttons. The form contains the following fields:

- Connection Type:** Vityl IT & Business Monitoring
- Address:** 10.60.152.68 (with a note: "Network name or IP address")
- Port:** 19180
- Alias:** Vityl IT & Business Monitoring 68 (with a note: "Display name for connection")
- Installed Products:** A table with one entry: Vityl IT & Business Monitoring 5.0

4. Enter the **IP Address** (or network name) of a different Vityl IT & Business Monitoring system, if necessary.
5. Enter a different **Port number** for the system.
6. Enter a different **Alias** for the system. This is the name by which this system is displayed throughout Insite.
7. Click **Save**.

Deleting A Product Connection

This severs the connection between HelpSystems Insite and the Vityl IT & Business Monitoringsystem. If you ever need to reconnect, you'll need to add the connection again, and all users will need to reassign their profiles.

If you want to temporarily disconnect from the system instead of removing the connection entirely, see [Connecting to and Disconnecting from a Server](#).

To delete a connection

1. In the Navigation Pane, click **Settings**.
2. Click **Product Connections**.
3. Select (check) one or more connections to delete.
4. Click **Delete**.
5. Click **Delete** when asked to confirm the deletion.

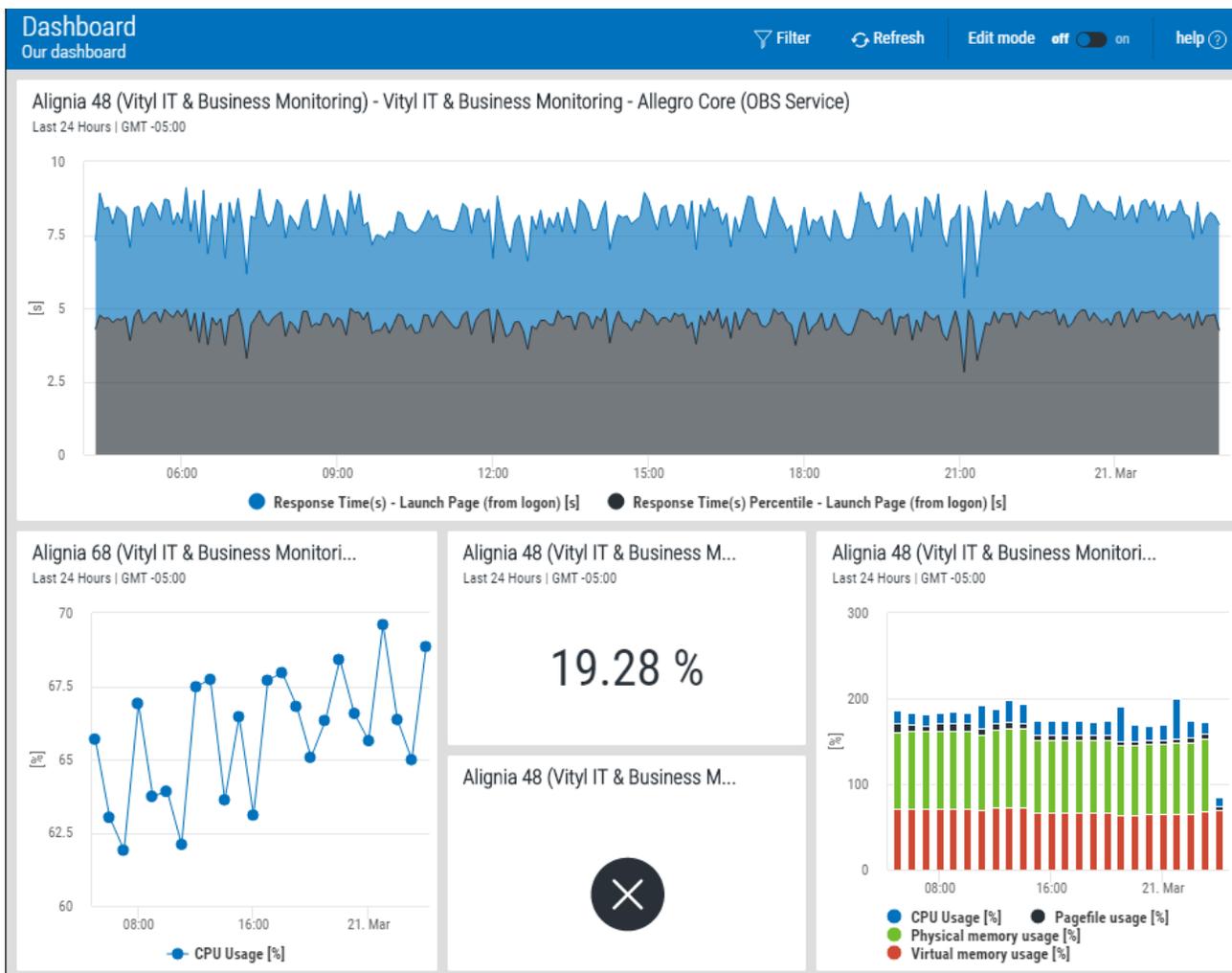
WARNING: Products licensed by an Enterprise License Agreement (via Deployment Manager for Insite) are tied to the Product Connections you've set up. If you delete a Product Connection, be aware that any ELA-licensed products on the deleted system will be immediately unlicensed. You will, however, be asked for confirmation through the Remove Product Connection screen before the licenses are removed.

Dashboards

Each of the products that you can work with on HelpSystems Insite has a set of dashboards that display data from the systems that the server is connected to. You can [create custom dashboards](#) that show you the data you need to see, all on one screen, using a series of windows known as [widgets](#).

Things to note:

- You can create more than one dashboard.
- Any combination of widgets can be used in the same dashboard. You can even use a mix of widgets from different products.
- Dashboards are specific to the profile you used to log on. However, you can share them with everyone or keep them private, as needed.
- Users logging on with the guest profile can view only those dashboards marked as Guest.



Creating a Dashboard for Vityl IT & Business Monitoring

You can create as many dashboards as you need to. Also, after you add a dashboard, you can change its layout and settings at any time by customizing it.

1. In the Navigation Pane, click  **Dashboards**. If the menu is hidden, hover over the Navigation pane to expand it.
2. Click **Add** on the Dashboards page.
3. Type a **Name** for the dashboard. Each name must be unique among all users.
4. **Auto-Refresh** is automatically turned on and set to a default of 5 minutes. If required, over-type this setting with a new time period at which information in this dashboard is updated. The default setting is 5 minutes.

NOTE: If the Auto-Refresh setting is not used, the dashboard must be manually updated using the  **Refresh** icon from the Dashboards menu bar.

1. If required, turn on and specify the **Business Hours** under which this dashboard operates. If left turned off, this dashboard operates on a 24x7 basis.
2. Choose a **Default Time Range**. Choices are:
 - Last 60 Min
 - Last 24 Hours
 - Today
 - Today (Business Hours)
 - Yesterday
 - Yesterday (Business Hours)
 - Last 3 days
 - This Week
 - Past Week
 - This Month
 - Past Month
 - Last 6 Months
 - Last 12 Months
3. Use the drop-down menus to indicate whether or not you want to allow any HelpSystems Insite **Users** or **Groups** to see this dashboard. Not selecting any users or groups keeps it private to the user you're logged on as.
4. Toggle the **Guest** button to indicate whether or not you want to allow users who log on with the Guest profile to see this dashboard. **On** allows guest users to see the dashboard. **Off** prevents guest users from seeing it. For more about the Guest profile see [Authentication](#).

NOTE: The only thing guest users can do is view dashboards marked as Guest.

5. Click **Save**.

The dashboard is created with **Edit Mode** set to On. You now have the option of manually splitting your dashboard into widget panes by using the arrow icons OR you can click the Select [Quick Layout](#) button to select a predefined widget panel layout.

Customizing A Dashboard for Vityl IT & Business Monitoring

Once created, dashboards can be customized to change their appearance, have widgets added or removed, and have access rights re-assigned. However, you can only customize dashboards that you've created. Shared dashboards created by another user are view-only.

The easiest way to customize the look of the dashboard is to rearrange the widgets. Simply click and hold the widget title bar and drag it to where you want it. However, keep in mind that if you're going to view this on a mobile device, the widgets will display in order by column (first, second, third).

To rearrange widgets:

1. In the Dashboard tool bar, toggle **Edit mode** On when viewing your dashboard.
2. Hover over the widget you would like to move or split.
3. To split a widget, click on one of the arrow icons to split the widget pane in half in that direction.
4. To move a widget to a different pane, click on the  **Move** icon. Then, click on the widget pane where you would like to move the widget.

NOTE: If there is an existing widget in the target pane, that widget will be switched with the moving widget.

For other dashboard changes:

1. In the Navigation Pane, click  **Dashboards**. If the menu is hidden, hover over the Navigation Pane to expand it.
2. Click the dashboard name.
3. In the Dashboard tool bar, toggle **Edit mode** On. The tool bar background color changes from blue to yellow.
4. Click the **Edit** button in the top left of the screen. The **Edit Dashboard** panel is displayed.

TIP: You can also click the  **Show Actions** button for the dashboard and select **Edit Dashboard** from the pop-up menu.

In the **Edit Dashboard** panel, you can make the following changes:

- Edit the **Name**.
- Edit the **Description**.
- In the Time section, toggle **Auto-Refresh** On or Off and enter the amount of minutes between automatic dashboard refresh. The default setting is 5 minutes.
- Toggle **Business Hours** On or Off to define the business hours. If left turned off, this dashboard operates on a 24x7 basis.
- Edit the **Default Time Range**.

- Select from a list of **Users** to allow others to view this dashboard.
- Select from a list of **Groups** to allow others to view this dashboard.
- Click the **Guest** button to On to allow users who log on with the Guest profile to see this dashboard. The only thing Guest users can do is view dashboards marked as Guest. For more on the Guest profile, see Authentication.

When the required changes have been made, click **Save**.

TIP: Toggle Edit mode **Off** to prevent any further changes being unexpectedly made to this dashboard.

Working with Dashboards

When working with dashboards the following options are available from the main dashboards panel.

In the Navigation Pane, click  **Dashboards**. If the menu is hidden, hover over the Navigation Pane to expand it.

Selecting a Dashboard

If single or multiple dashboards exist and are available to your user profile, they are listed on the Dashboards main display.

Click on a dashboard to open the current layout of widgets for the selection.

Once open, a dashboard can be viewed to view the status of the data contained within the widgets that form the current layout or can be [customized](#) to change the settings and provide a different view.

Refreshing Dashboards

Use the  **Refresh** option to update this display with any new dashboards that have been added or shared with your user profile or group to which your user profile belongs, since this display was opened.

NOTE: This option is different from the [Refresh option](#) from within the actual dashboard which updates the widget data.

Navigating through Dashboard pages

If you have created, or have access to, a large number of dashboards, it may be that the one that you want to view or edit is not visible on the first page of the dashboards panel display. The number of available dashboards is shown in the Header panel of this display.

Dashboards 3

NOTE: The following options are not available if there are an insufficient number of dashboards to require additional pages.

Use any of the following options to navigate to a new page.



Moves to the previous page of dashboards.



Use the drop-down arrow to display a menu from which a page number can be selected.



Moves to the next page of dashboards.

Searching for Dashboards

Searching for dashboards allows you to pinpoint a specific dashboard by **Name** and **Description**.

Start typing alphanumeric characters into the **Search** field to retrieve any dashboards that match the entered text.



The search mechanism can be restricted to just **Name** or **Description** by specifying the [Search settings](#).
[Sort and Search settings](#)

Click the  **Settings** icon to set the sort and search options for dashboards.

Sort settings

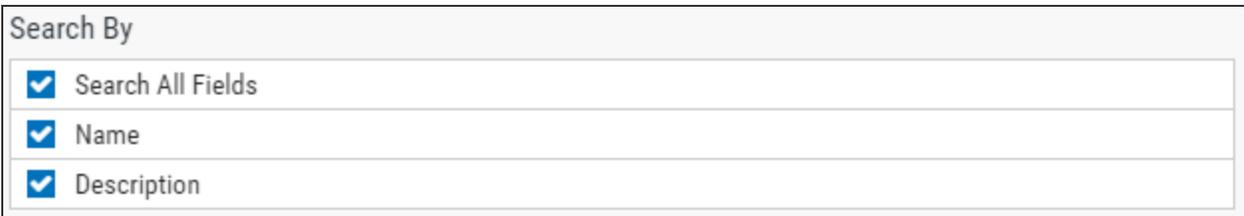
By default the dashboards are displayed on the page in ascending alphabetical name order (A first, Z last).



Click the **down** arrow to reverse the order to descending alphabetical name order. Click the **up** arrow to restore the sort order to the original default.

Search settings

When [searching](#) for dashboards, both the **Name** and **Description** fields can be used to locate the required dashboard. These are set to active by default.



To restrict the search to either by **Name** or by **Description**, click **Search All Fields** to remove the check marks from all options.

Click to select either the **Name** or **Description** option by which future searches are conducted.

Click the  **Settings** icon to save the new search configuration.

Sharing Dashboards

Sharing a dashboard allows other users or groups to view the content.

Shared dashboards cannot be customized by anyone other than the original creator.

To share a dashboard:

1. Click the dashboard name.

2. In the Dashboard tool bar, toggle **Edit mode** On. The tool bar background color changes from blue to yellow.
3. Click the **Edit** button in the top left of the screen. The **Edit Dashboard** panel is displayed.

TIP: You can also click the  **Show Actions** button for the dashboard and select **Edit Dashboard** from the pop-up menu.

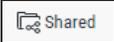
4. In the **Share with** section of the **Edit Dashboard** panel, use the drop-down menu arrows to display a list of Users and/or Groups with which the dashboard can be shared.
5. Click on a **User** or **Group** to select them.
6. Click **Save** to confirm the new configuration.

TIP: Shared dashboards are shown on the main Dashboards display with a Shared caption applied underneath the number of widgets that the dashboard contains.

Allowing Guest access:

To provide Guest access to a dashboard, toggle the **Guest** button On to allow users who log on with the Guest profile to see this dashboard.

Viewing Shared Dashboards

Dashboards which have not been created by you but have been shared with your user profile either directly or as part of a group, can be viewed by clicking the  **Shared** icon on the Dashboards home page.

NOTE: You can only view a dashboard which has been shared with your user profile. You cannot amend any of the settings.

When viewing is complete, click the  **Home** icon to return to the main dashboards display.

Duplicating Dashboards

Duplicating a dashboard is a quick way of creating a new dashboard with an existing layout that can then be customized to the new requirements.

To duplicate a dashboard:

1. Select the dashboard to be duplicated.
2. Click the  **Show Actions** button and select **Duplicate Dashboard** from the pop-up menu.
3. Confirm the action when prompted.

The new dashboard is created with the same name as the dashboard from which it was duplicated but with the suffix (1) so it can easily be identified. The name can then be edited to a more unique name.

Setting a Dashboard as the Default Homepage

You can set a specific dashboard to open as the homepage each time that Insite is started. This may be

useful if you have a dashboard that contains widgets showing the current status of all your critical services so that you can quickly determine any areas of concern that need addressing.

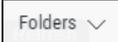
To set a dashboard as the default home page:

1. In the Navigation Pane, click  **Account**. If the menu is hidden, hover the mouse pointer over the Navigation Pane to expand it.
2. From the drop-down menu, select **Preferences**.
3. In the Homepage section, select **Advanced Dashboards**.
4. Click **Look Up**. All the dashboards created by the current user profile are displayed in a new panel.
5. Select the dashboard you want to set as the homepage.
6. Click **Save**.

Each time Insite is now opened by this user profile, the selected dashboard is displayed as the home page.

Using Folders

Folders can be used within Insite to group together dashboards that have a common connection such as product type, health status, data source location, and so on.

Dashboards that are contained within folders can be viewed by clicking the  **Folders** icon on the main dashboards panel display and selecting the dashboard.

When viewing is complete, click the  **Home** icon to return to the main dashboards display.

To add a folder:

1. From the main dashboards display click the  down arrow in the top-right corner of the display and select **Add Folder**.
2. In the **New Folder** panel, type the unique name of the new folder and click **Save**.

To move a dashboard to a folder:

1. Select the dashboard to be moved.
2. Click the  **Show Actions** button and select **Move To Folder** from the pop-up menu.
3. Select the folder to which the dashboard will be moved. The dashboard is now available from within this folder.

TIP: To move the dashboard back into the main dashboard panel display, follow the above instructions but select **Home** as the folder to which the dashboard is moved.

To delete a folder:

1. From within the Folders view, select the folder to be deleted.
2. Click the  **Show Actions** button and select **Delete Folder** from the pop-up menu.
3. Select the folder to be deleted and confirm the action when prompted.

Filter Settings

Applying a filter allows you change the time period over which the data in the dashboard widgets is displayed.

To apply a Filter:

1. From the dashboard layout to which you want to apply the filter, click the  **Filter** icon in the Dashboard tool bar. The Filter panel is displayed with the current time range selected.
2. Use the drop-down menu in this panel to select a new time range.
3. Click **Apply** to filter the new time range across ALL the widgets contained within the dashboard.
4. To return to the original time frame, either open the Filter panel again and select the original time period or close the dashboard and re-open it.

Manually Refreshing the Dashboard Data

By default, each dashboard is set to automatically refresh the widget data every 5 minutes.

If this setting has been turned off, or has been set to a greater time period, you may want to manually refresh the data to get an up-to-date visualization.

With the dashboard open, click Refresh to manually update the data in all widgets contained within the layout.

NOTE: This option is different from the [Refresh option](#) available when the list of available dashboards is displayed.

Working with Layouts

Layouts are used in dashboards to define how widgets are displayed. A layout is split into sections, each of which houses a single widget. A layout can consist of a single section or as many sections as can be comfortably viewed on your display.

WARNING: The number of widgets on the dashboard affects the response time.

A layout can consist of widgets from multiple Insite products.

Quick Layouts

The easiest and commonest method of defining a layout for a dashboard, is to use the Quick Layout option. This is only available whenever a new dashboard is created and provides the fastest method of adding widgets.

To apply a quick layout:

1. With the new dashboard created and **Edit Mode** set to On, click the **Select quick layout** button.
2. From the **Select quick layout** panel, choose the layout that you want to apply to this dashboard. You can select a layout that contains between two and six widgets. The dashboard display changes to the selected layout.

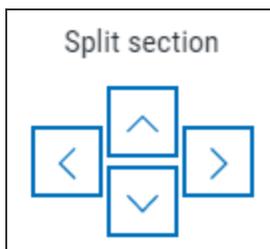
TIP: If you make a mistake you can use the [Undo](#) option to start again or manually change the layout by adding , removing or splitting the sections

You can now begin to add widgets to the sections, or modify the layout to your own requirements.

NOTE: When using the following options, the section in which the mouse pointer is currently situated is considered to be the 'live' section to which any changes apply.

Splitting Sections

The Split section option is used to add sections to the current layout. Click a direction arrow to split the section in whichever direction is represented by the arrow that is clicked.



You can add as many sections to the layout as you wish using this method.

Deleting Sections

If a section becomes surplus to requirements, it can be deleted from the layout by clicking the

 **Delete** icon. This is displayed in the top right-hand corner of the section you want to remove.

WARNING: You are not prompted to confirm the deletion. Once clicked, the section is removed from the layout.

Moving Sections

Once created, sections can be moved around the layout to a new position.

Click the  **Move** icon. This is displayed in the top left-hand corner of the section you want to move.

When moving a section, it actually trades places with the section that is currently in the position to which the selected section is being moved. As a result, the section being moved takes on the size properties of the section with which it is swapping position. This is important to bear in mind, particularly when moving a section containing a widget displaying a large amount of visual data into a smaller section. A warning is displayed if the section is deemed too small to accommodate the widget data.

Stretching and Shrinking Sections

Individual sections within the layout can be resized by using the stretch or shrink technique. As a result, other sections in the layout shrink or expand to accommodate the new size.

To use stretch and shrink:

1. Position the pointer over either the vertical or horizontal dividing bars between the panel. The pointer changes to a 'Move Border' shape  or  dependent on the direction in which the section is being resized.
2. Hold the left mouse button down and drag the border in the direction that you want to resize.
3. Release the mouse button when the desired position is reached.

Undo and Redo options

If you make a mistake when splitting, moving or deleting a section you can use the Undo option from the Edit Dashboard tool bar.

Click  **Undo** to reverse the last change made to the dashboard layout. You can continue to use the Undo option as far back as the first change made when the dashboard entered the current Edit Mode session.

Click  **Redo** to reverse the last use of the Undo option.

Deleting Dashboards

You can delete one or more dashboards at the same time. However, you can only delete dashboards that you've created. Shared dashboards created by another user are view-only.

1. In the Navigation Pane, click  **Dashboards**. If the menu is hidden, hover over the Navigation Pane to expand it.
2. Select (check) the dashboards to delete.
3. Click **Delete**.
4. Click **Delete** again to confirm.
5. Click **Save**.

Widgets

Widgets are visual representations of individual items of Health and Performance metric data extracted from the Vityl IT & Business Monitoring Data sources and Business Assets that you have configured on the system to which you are connected.

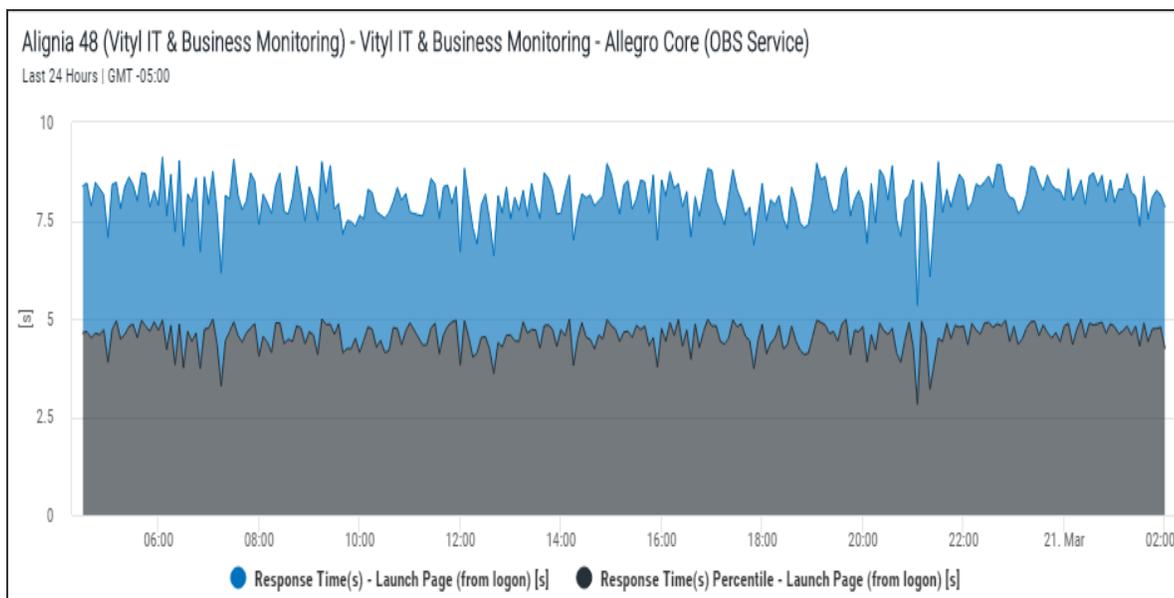
Widgets are added to a dashboard layout which can be customized to provide a unique, at-a-glance, real-time view of your business.

The following widgets are available in Vityl IT & Business Monitoring.

NOTE: Certain Data Source and Business Asset combinations restrict the type of widget that are available for selection.

Chart

The Chart widget displays data from the selected data source and business metric combination in the form of a chart based on an 'X' and 'Y' axis. For some Performance Metrics, two different indicators can be selected and displayed in the same chart.



The chart can take any one of the following formats (Some formats may not be available for specific datasource and business metric combinations):

- **Line** - The returned data is displayed in the form of a single line
- **Area** - The returned data is displayed in the form of a shaded area
- **Bar** - The returned data is displayed in the form of a horizontal bar graph
- **Column** - The returned data is displayed in the form of a vertical bar graph
- **Min/Max** - The returned data is displayed as the minimum and maximum extremities of the captured data in a 'candlestick' type display. This chart is only available if only one metric is selected

- **Stacked Area** - The returned data is displayed in the form of a shaded area but colored to represent the different thresholds defined within the metric
- **Stacked Bar** - The returned data is displayed in the form of a horizontal bar graph but colored to represent the different thresholds defined within the metric
- **Stacked Column** - The returned data is displayed in the form of a vertical bar graph but colored to represent the different thresholds defined within the metric

When using a Chart widget you can use the pre-defined Fixed Time Range or you can specify the time period for which the returned data is displayed.

>>See: [Adding a Chart widget](#)

Status

The Status widget displays a colored, graphical representation of the current health status of the selected data source asset. The current status is representative of the integrated state of the component parts of the datasource asset (i.e. Business dependencies are taken into account). The colors are hard-coded in Vityl IT & Business Monitoring and the following statuses can be displayed:

- **Unknown**
- **Success**
- **Minor**
- **Warning**
- **Monitoring Error**
- **Critical**



The asset name and type can be displayed alongside the status. Alternatively, a custom label can be displayed or the asset status can be simply shown as a graphic with no textual representation.

>>See: [Adding a Status widget](#)

List

The List widget displays a list of Issues and, dependent upon the selected asset, Performance metrics that are currently affecting the asset.

Alignia (VM-TEST-PZ-2) (Alignia) - Quotes (OBS Service)	
GMT -06:00	
< 1 >	
Reason	Start
169.25.36.48 is unreachable (PercentPingsOK <= 5.0).=== Details === Host: 169.25.36.48 Host Description: 169.25.36.48 Percent Pings OK: 0.0 %Number of Pings: 4 Average Time Pings: 999999.0 ms	2018-01-01 22:44:36
Critical response time threshold has been violated for transaction Create QuoteReal User Experience Response Time Statistics for Transaction 'Create Quote' in the past 30 minutes (from: 2018-01-22 01:02:00 to 2018-01-22 01:32:00): Service:Quotes, Consumer:Brokers, Channel:Web, Function:Create Quote Average Response Time:1.259 s. Successful Executions: 28. Errors: 2 Critical/Warning/Minor Response Time Threshold: 0.05 / 0.033 / 0.017 seconds	2018-01-21 19:38:08
Critical threshold has been violated for Activity Indicator CallCenter Offers_Policies. Value is lower than specified thresholdStatistics for 'CallCenter Offers_Policies' in the past 1 minutes (from: 2018-01-22 01:26:00 to 2018-01-22 01:27:00): Service:DVIS_services, Consumer:All Consumers, Channel:CallCenter, Function:All Functions, Product:All Accumulated value on interval:52.0 Critical/Warning/Minor Threshold: 1000 / Not defined / 0	2018-01-21 19:33:03

Location: Select this option to display the host and application on which the selected asset is running.

Name: Select this option to display the name of the process that is causing the issue to be reported.

Reason: Select this option to display the reason why the issue has been raised.

Start: Select this option to display the time at which the issue was raised.

Status: Select this option to show a graphical representation of the current status.

Click on the issue to access it directly from within Vityl IT & Business Monitoring.

>>See: [Adding a List widget](#)

Key Indicator

The Key Indicator widget is used to display summarized data of an important business asset. The following key indicator values can be displayed:

- Last value in the period
- Average value of the period
- Sum of all values in the period



When using a Key Indicator widget you can use the pre-defined Fixed Time Range or you specify the time period for which the returned data is displayed.

>>See: [Adding a Key indicator widget](#)

Title

The Title widget can be used to display your company's branding in order to share the contents on a big screen, to the higher business levels and in reports or presentations. Format options allow you to specify:

- Title
- Subtitle
- Text Alignment
- Background Image or Color
- Image Adjustment
- Image Alignment

>>See: [Adding a Title widget](#)

Data Sources

Data Sources are the instances of products within Insite to which you have made a connection.

NOTE: Dashboards can include widgets from multiple Data Sources. They do not need to contain widgets that report data from the same Insite product.

Selecting a Data Source

When adding a widget, you are first prompted to select the Data Source from which the information is generated.

Selecting an Existing Data Source

If you have previously added widgets to the dashboard, the Data Source and Business Asset from which the widget was created are available for selection. Use the drop-down menu option **Select Existing Data Source**. This is useful if you want to display the same data using two different widget types.

Adding a new Data Source

If no widgets currently exist for this Data Source or you want to create a new widget, you can select a new Data Source. These are displayed as Product Connections in the **Add New Data Source** section. You can then select a Business Asset from those available in the Assets section.

The Expand symbol preceding a Data Source identifies additional Data Sources that are running on the listed entry. See the screen shot below for the Alignia 68 (Vityl IT & Business Monitoring) Data Source:



Creating a Widget without a Data Source

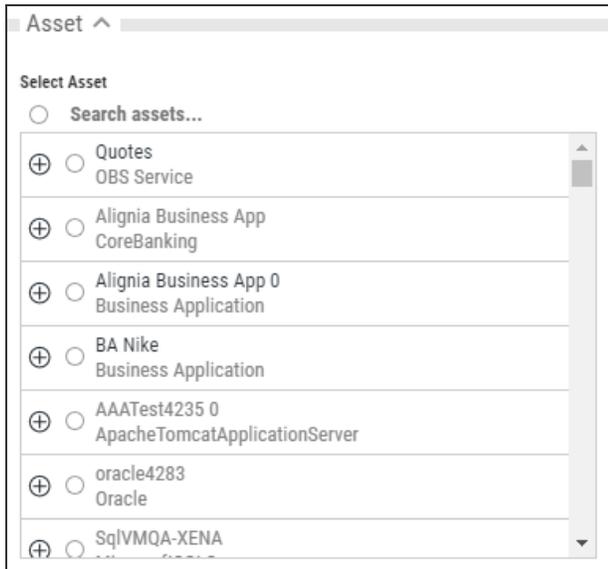
Creating this type of widget allows you to add a title, subtitle and/or Company logo to give your dashboard a professional and personalized look.

For the purposes of adding a title, logo, or other static information to a widget, select the **Create widget with no data source** option from the **Select Existing Data Source** menu option.

Assets

Assets are the business services, processes and applications that have been configured in Vityl IT & Business Monitoring, and other Data Sources, for which you can generate a visual representation within Insite via a widget.

Once a Data Source has been selected, you can then select the asset that the widget will represent. Only the assets from the selected Data Source are available. If the required asset is not displayed, it must first be created in the Data Source before it is available within Insite.



Assets are initially displayed at their highest level of configuration. Click  **Expand** to drill-down into the asset. The drill-down process is available for every asset level against which the  **Expand** icon is displayed.

Searching For Assets

If the Data Source for which you are creating the widget contains a large number of assets, it may be quicker to use the **Search** facility to find a starting point, rather than expanding multiple asset entries to locate the one that you require.



In the **Search assets** field at the top of the **Assets** section, type the name of the asset you want to locate and press **Enter**. The text is not case-sensitive. Any Assets that match the entered text are now displayed and can be selected or expanded as required.

Adding Widgets

You can add as many widgets as you need to your dashboard. For many of the widgets, you can even add more than one of each kind.

WARNING: The number of widgets on the dashboard affects the response time.

You can only add widgets to dashboards that you've created. Shared dashboards created by another user are view-only.

To add a widget to Vityl IT & Business Monitoring:

1. From the **Dashboards** panel, select the dashboard to which you want to add the Vityl IT & Business Monitoring widget.
2. Ensure that **Edit Mode** is on. If the Dashboard header bar is displayed on a blue background, the dashboard is in view-only mode. Click the **Edit mode** toggle switch to enable Editing. The Dashboard header bar is now displayed on a yellow background to indicate that editing is available.
3. Use an existing (or create a new) section on the dashboard and click **Add Widget**.
4. From the **Add New Widget** panel select the Data source from which this widget will retrieve the data. This can either be from a Data Source for which you have already created a widget (use the **Select Existing Data Source** menu) or a new **Data Source** based on the Product Connections that you have available.

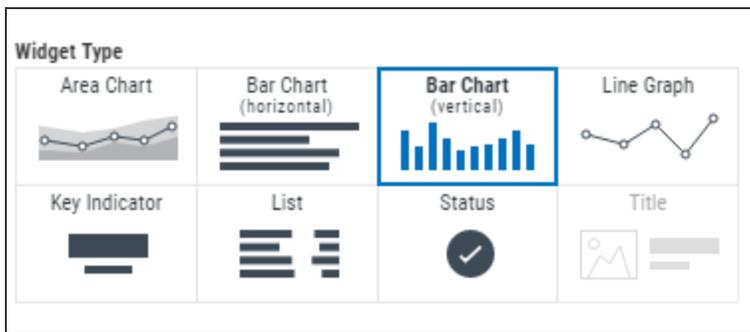
NOTE: The **Select Existing Data Source** option will be **None** the first time you create a widget for this dashboard.

5. Click **Next**.
6. Select the asset from those that have been defined in Vityl IT & Business Monitoring for this data source. Click the  symbol next to an asset to view and select any additional assets that may have been defined beneath this level.

TIP: If you have a lot of assets defined for this data source, use the **Search** option to locate the required asset.

7. The widget **Name** is taken directly from the name of the selected asset. If required, over-type this entry with a new name for this widget.
8. Select the **Widget type** that will be used to display the data. Additional selections are dependent on the chosen widget.

Widgets are selected from a series of icons that depict the visual result of the selection.



Adding a Chart Widget

The Chart widget displays data from the selected data source and business metric combination in the form of a chart based on an 'X' and 'Y' axis. For some Performance Metrics, two different indicators can be selected and displayed in the same chart.

The following parameters are used exclusively when adding a Chart widget:

Color theme

Select the option for the background of the chart widget.

Light: This is the default setting and uses a plain white background on which the chart data is displayed.

Dark: This setting displays the chart data on a black background.

Blue: This setting displays the chart data on a blue background.

Select Metrics

The Select Metrics section of the Chart widget allows you to define up to 2 different metrics for the selected asset to be displayed on the chart. The available metrics depend on the asset.

NOTE: Please refer to your Vityl IT & Business Monitoring documentation for more information regarding the possible metrics that can be defined against Business Instances (Assets) in order that they are available for selection in this section.

Use the **Advanced Settings** section to apply the following configuration options to the Chart widget.

Fixed Time Range

By default, the Chart widget uses the default time range that applies to the dashboard.

Toggle the switch **On** to be able to specify the actual time period for which the Chart data is displayed in this widget.

Auto Refresh

By default, the Chart widget is set to inherit the auto-refresh settings that are applied to the dashboard. Toggle the switch **On** to be able to specify a new auto-refresh time period that is applied exclusively to this widget.

TIP: Enter **0** to turn off auto-refresh settings for this widget.

Non Value Axis

For Chart widgets, this is set to **Date and Time** and is used to provide an identifier to the chart (X) axis that does not use a value from the selected metric.

Layout

The chart can take any one of the following formats:

Line: The returned data is displayed in the form of a single line.

Area: The returned data is displayed in the form of a shaded area.

Bar: The returned data is displayed in the form of a horizontal bar graph.

Column: The returned data is displayed in the form of a vertical bar graph.

Min/Max: The returned data is displayed as the minimum and maximum extremities of the captured data in a 'candlestick' type display. This chart is only available if only one metric is selected.

Stacked Area: The returned data is displayed in the form of a shaded area but colorized to represent the different thresholds defined within the metric.

Stacked Bar: The returned data is displayed in the form of a horizontal bar graph but colorized to represent the different thresholds defined within the metric.

Stacked Column: The returned data is displayed in the form of a vertical bar graph but colorized to represent the different thresholds defined within the metric.

NOTE: Some formats may not be available for specific Data Source and metric combinations.

Header

The header is used to display the time period for which the Chart widget is reporting the data. Toggle the switch On and Off to show or hide the header information as required.

Title

The title is the name that has been provided for this widget. If this has not been amended, the title is the name of the asset for which the Chart widget is reporting data. Toggle the switch On and Off to show or hide the widget title as required.

Legends

Legend text is used to identify each metric that is displayed on the chart. By default the Legends setting is On. Toggle the switch to Off to hide the Legend text from the Chart widget display.

Grid Lines

Grid lines are used on the Chart widget display to assist in the visualization of the displayed data. When active, grid lines run horizontally across the chart from each value displayed on the 'Y' axis. This helps determine accurate values when pinpointing specific points from the displayed data in the chart. By default the Grid Lines setting is On. Toggle the switch to Off to hide Grid Lines from the Chart widget display.

Thresholds

Thresholds are used on the Chart widget display to assist in the visualization of the displayed data. Threshold levels are only available for metrics for which such information can be defined. When active, threshold warning levels, such as Critical and Warning are displayed against the value at which they are set for the metric. This enables you to quickly determine exactly if and when the threshold limits were exceeded and for what period of

time. By default the Thresholds setting is On. Toggle the switch to Off to hide Thresholds from the Chart widget display.

Axis Label

The Axis Label is used on the Chart widget display to identify the values displayed on the left (Primary) and right (Secondary) of the 'Y' vertical axis. Toggle **On** or **Off** to show or hide the labels as required.

NOTE: The Secondary Axis is only used if more than one Performance metric has been selected for the chart.

Primary Axis Label

If the **Axis Label** is set to **Show**, toggle this switch to determine whether the Primary Axis shows the **Default** name as taken from the selected metric or a **Custom** name. If the Custom name option is selected, enter the text that you want to display as the Primary Axis label.

Primary Axis Unit Label

If the **Axis Label** is set to **Show**, toggle this switch to determine whether the Primary Axis shows the **Default** unit measurement as taken from the selected metric or a **Custom** unit measurement. If the Custom unit measurement option is selected, enter the text that you want to display as the Primary Axis Unit label.

Primary Axis Range

The Primary Axis Range is used to define the range of values on the Primary Axis for which the chart data is displayed. Toggle this switch to select from the **Default** range as taken from the selected metric or a **Custom** range. If the Custom range option is selected, enter the **minimum** and **maximum** unit values to be displayed on the Primary Axis.

Secondary Axis Label

If the **Axis Label** is set to **Show**, toggle this switch to determine whether the Secondary Axis shows the **Default** name as taken from the selected metric or a **Custom** name. If the Custom name option is selected, enter the text that you want to display as the Secondary Axis label.

Secondary Axis Unit Label

If the **Axis Label** is set to **Show**, toggle this switch to determine whether the Secondary Axis shows the **Default** unit measurement as taken from the selected metric or a **Custom** unit measurement. If the Custom unit measurement option is selected, enter the text that you want to display as the Secondary Axis Unit label.

Secondary Axis Range

The Secondary Axis Range is used to define the range of values on the Secondary Axis for which the chart data is displayed. Toggle this switch to select from the **Default** range as taken from the selected metric or a **Custom** range. If the Custom range option is selected, enter the **minimum** and **maximum** unit values to be displayed on the Secondary Axis.

Click **Save** to add the widget to the dashboard.

Adding a Key Indicator Widget

The Key Indicator widget is used to display summarized data of an important business asset.

The following parameters are used when adding a Key Indicator widget:

Select Metrics

The Select Metrics section is used to define the metric for which the Key Indicator widget applies.

NOTE: You can select one metric per Key Indicator widget.

The available metrics depend on the chosen asset but will usually include all or some of the following:

Response Time: The time taken to respond to the request within the selected asset.

Transactions: The number of transactions processed in a given time period for the selected asset.

Real User Experience: The calculation of specific metrics that reflect the actual response times and processes completed as experienced by a user within the selected asset.

Simulated User Experience: The calculation of specific metrics that reflect the expected activity, times and processes that a user would experience within the selected asset.

Business Activity: A metric that expresses a single element of business activity within the selected asset.

Use the **Advanced Settings** section to apply the following configuration options to the Key Indicator widget.

Fixed Time Range

By default, the Key Indicator widget uses the default time range that applies to the dashboard. Toggle the switch **On** to be able to specify the actual time period for which the Key Indicator data is displayed in this widget.

Auto Refresh

By default, the Key Indicator widget is set to inherit the auto-refresh settings that are applied to the dashboard. Toggle the switch **On** to be able to specify a new auto-refresh time period that is applied exclusively to this widget.

TIP: Enter **0** to turn off auto-refresh settings for this widget.

Grouping Field

For Key Indicator widgets, this is set to **Date and Time** and cannot be amended.

Header

The header is used to display the time period for which the Key Indicator widget is reporting the data. Toggle the switch **On** and **Off** to show or hide the header information as required.

Title

The title is the name that has been provided for this widget. If this has not been amended, the title is the name of the asset for which the Key Indicator widget is reporting data. Toggle the switch On and Off to show or hide the widget title as required.

Indicator

This parameter is used to specify the type of Key Indicator to be used for the selected metric in this widget.

Last value in the period - Displays the last value retrieved in the selected time period.

Average value of the period - Displays the average value as taken over the selected time period.

Sum of all values in the period - Displays the sum of all the values retrieved over the selected time period.

Click **Save** to add the widget to the dashboard.

Adding a List Widget

The List widget displays a list of Issues and, dependent upon the selected asset, Performance metrics that are currently affecting the asset.

Click on the issue to access it directly from within Vityl IT & Business Monitoring.

The following parameters are used when adding an List widget:

Select Metrics

The Select Metrics section is used to define the metric for which the List widget applies. For all asset selections, Issues metrics are available. Performance metrics are available for any asset against which definable thresholds, such as response times, availability, transactions and errors can be applied. If Performance metrics are not available for the selected asset, they are not displayed for selection in the Select metrics section.

NOTE: You can select up to 10 metrics per List widget but you cannot mix Issues and Performance metrics within the same widget.

Issues

In the **Select Metrics** section, select the type of issues to be displayed in this widget. If no Performance metrics are available for the selected asset, just the issue metrics are displayed. If Performance metrics are available, the **Issues** section must be selected to reveal the available issue metrics.

The following Issue Types are available:

Location: Select this option to display the host and application on which the selected asset is running.

Name: Select this option to display the name of the process that is causing the issue to be reported.

Reason: Select this option to display the reason why the issue has been raised.

Start: Select this option to display the time at which the issue was raised.

Status: Select this option to show a graphical representation of the current status.

Performance

If Performance metrics are available for the selected asset, click **Performance** to display the possible metrics that can be applied to this widget. Performance metrics are used to assess performance of the selected asset against defined thresholds.

NOTE: Please refer to your Vityl IT & Business Monitoring documentation for more information regarding the possible Performance thresholds that can be defined against Business Instances (Assets) in order that they are available for selection in this section.

Use the **Advanced Settings** section to apply the following configuration options to the List widget.

Fixed Time Range

By default, the List widget uses the default time range that applies to the dashboard. Toggle the switch **On** to be able to specify the actual time period for which the List data is displayed in this widget.

Auto Refresh

By default, the List widget is set to inherit the auto-refresh settings that are applied to the dashboard. Toggle the switch **On** to be able to specify a new auto-refresh time period that is applied exclusively to this widget.

TIP: Enter 0 to turn off auto-refresh settings for this widget.

Grouping Field

For List widgets, this is set to **Date and Time** and cannot be amended.

Header

The header is used to display the time period for which the List widget is reporting the data. Toggle the switch **On** and **Off** to show or hide the header information as required.

Title

The title is the name that has been provided for this widget. If this has not been amended, the title is the name of the asset for which the List widget is reporting data. Toggle the switch **On** and **Off** to show or hide the widget title as required.

List Settings

Use the **List Settings** section to define the column order and default sort setting for any metrics selected for this widget.

Column order

By default, column order is set by the order in which the metrics were selected. The first metric selected is shown in the first column, the second metric in the second column and so on. To change the order in which the columns are displayed in the widget, single-click on the metric that you want to move and drag it to the new position in the list, then release the mouse button. Click **Save** to confirm the new widget settings.

Sort Settings

The current sort setting for each metric is shown by the direction of the blue arrow in the Sort By column. If no arrow is highlighted, select the order in which you want to sort column by clicking on the required directional arrow.

Set Column Order and Default Sorting		Sort By	
2/10 max columns allowed			
	Errors - Retrieve Quote		
	Adjustments - ALL		

To change the Sort order, click the opposite arrow to the one that is currently highlighted.

Click **Save** to add the widget to the dashboard.

Adding a Status Widget

The Status widget displays a colored, graphical representation of the current health status of the selected Data Source asset.

The colors are hard-coded in Vityl IT & Business Monitoring and the following statuses can be displayed:

- **Unknown**
- **Success**
- **Minor**
- **Warning**
- **Monitoring Error**
- **Critical**

In the **Select Metrics** section, click **Health**.

Use the **Advanced Settings** section to apply the following configuration options to the Status widget.

Fixed Time Range

By default, the Status widget uses the default time range that applies to the dashboard.

Toggle the switch **On** to be able to specify the actual time period for which the Status data is displayed in this widget.

Auto Refresh

By default, the Status widget is set to inherit the auto-refresh settings that are applied to the dashboard. Toggle the switch **On** to be able to specify a new auto-refresh time period that is applied exclusively to this widget.

TIP: Enter **0** to turn off auto-refresh settings for this widget.

Click **Save** to add the widget to the dashboard.

Adding a Title Widget

The Title widget can be used to display your company's branding in order to share the contents on a big screen, to the higher business levels and in reports or presentations. Format options allow you to specify:

TIP: In order to add a Title widget the **Data Source** must be set to **Create widget with no data source**.

To add a Title widget:

1. From the **Add Widget** panel, select the existing data source as **Create widget with no data source**. As no Data Source is used the **Assets** panel can be bypassed.
2. In the **Widget** section, select the **Title** widget.
3. Click **Advanced Settings** to display configuration options for the widget.

Use the **Advanced Settings** section to apply the following configuration options to the Title widget.

Title

Type the **Title** name that you want displayed at the top of this widget. This should accurately reflect the nature of the data being displayed inside the widget.

Subtitle

Type the **Subtitle** (if any) that you want displayed in this widget. The Subtitle can be used to give further clarification to the purpose of the widget.

Text Align

Use the Text Align feature to determine the position of the Title and Subtitle text within the widget. By default, all text is left-aligned.

Left: Text is aligned with the top left-hand side of the widget.

Right: Text is aligned with the top right hand side of the widget.

Centrally: Text is aligned in the top middle of the widget.

Background Options

These options allow you to specify the how the background of this widget is displayed. Company logos (or other images), and background colors can be used to differentiate this widget from others in the dashboard.

Image: An Image can be selected and displayed as the background on this widget. Use the **File** option to choose a file and set the subsequent alignment options to position it as required within the widget.

None: No background image or color is set for this widget.

Solid Color: Use the available color schemes, **Light** (default), **Dark** or **Blue** to define the background display of this widget.

Click **Save** to add the widget to the dashboard.

Viewing Widgets Full Screen

If a widget contains a lot of information that is difficult to read in the limitations of the current size, it is possible to view the widget contents in full-screen mode.

NOTE: This option is only available in View mode.

Click the  full screen icon in the top right-hand corner of the widget to increase the display to full screen.

Click the  icon reduce screen icon to close the full screen view and return the widget to the original size.

Deleting Widgets

Deleting a widget permanently removes it from the Dashboard.

To delete a widget from Vityl IT & Business Monitoring:

1. From the **Dashboards** panel, select the dashboard from which you want to delete the Vityl IT & Business Monitoring widget.
2. Ensure that **Edit Mode** is on. If the Dashboard header bar is displayed on a blue background, the dashboard is in view-only mode. Toggle the **Edit mode** toggle switch to enable Editing. The Dashboard header bar is now displayed on a yellow background to indicate that editing is available.
3. Click in the Widget that you want to remove and then click  **Delete**.

WARNING: You are not prompted to confirm the deletion. Once clicked, the widget is removed from the layout.