IBM

IBM Tivoli Netcool Service Quality Manager V4.1

Service Quality Manager client user function

Tivoli. software

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IBM Tivoli® Netcool® Service Quality Manager V4.1: Service Quality Manager client user function.

This training module is for the Tivoli Netcool Service Quality Manager version 4.1 client user function.

Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager with Business Objects Report Management, KQI Analyzing, SLA Monitoring, and Alarm Monitoring roles

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Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 installed and running. You must also be a user with access to Service Quality Manager with Business Objects Report Management, KQI Analyzing, SLA Monitoring, and Alarm Monitoring roles.
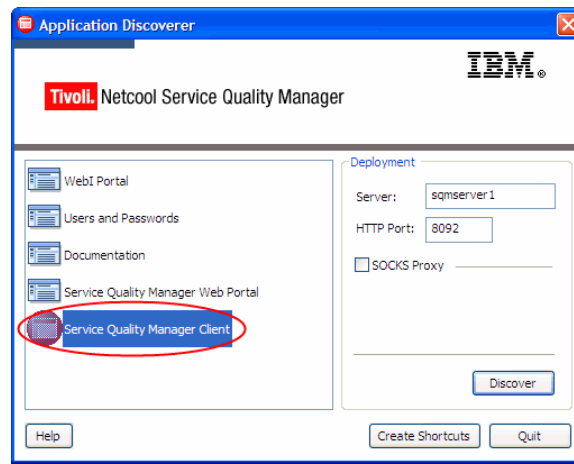
Objectives.

Upon completion of this module, you should be able to navigate Service Quality Manager client user functions, including SLA Monitor, KQI Analyzer, and Alarm Monitor.
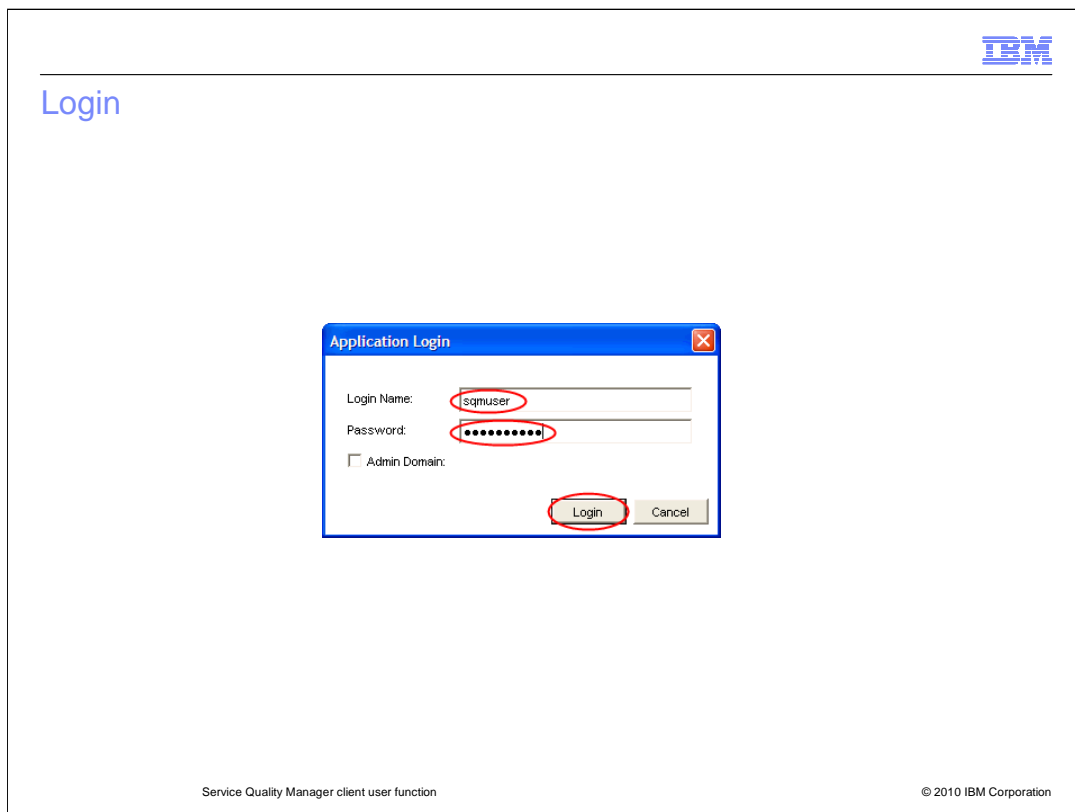
Service Quality Manager client

Tivoli. Netcool Service Quality Manager

WebI Portal
Users and Passwords
Documentation
Service Quality Manager Web Portal
Service Quality Manager Client

Deployment
Server: sqmserver1
HTTP Port: 8092
☐ SOCKS Proxy

Discover

Help   Create Shortcuts   Quit

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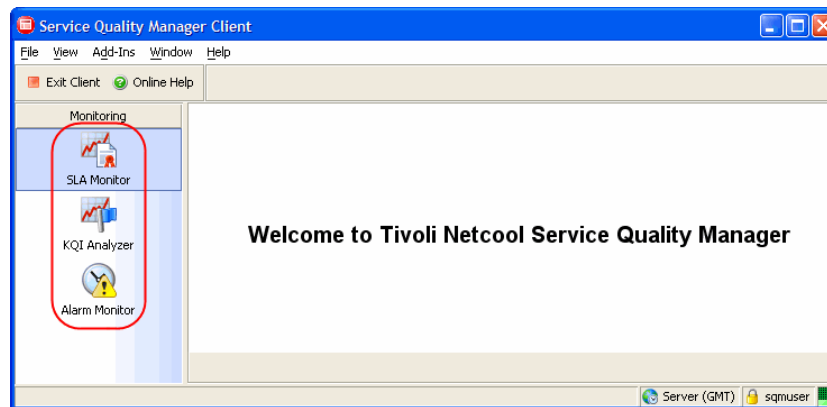**Service Quality Manager client.**

Double-click the **Service Quality Manager Client** icon in the Application Discoverer window.

Login.

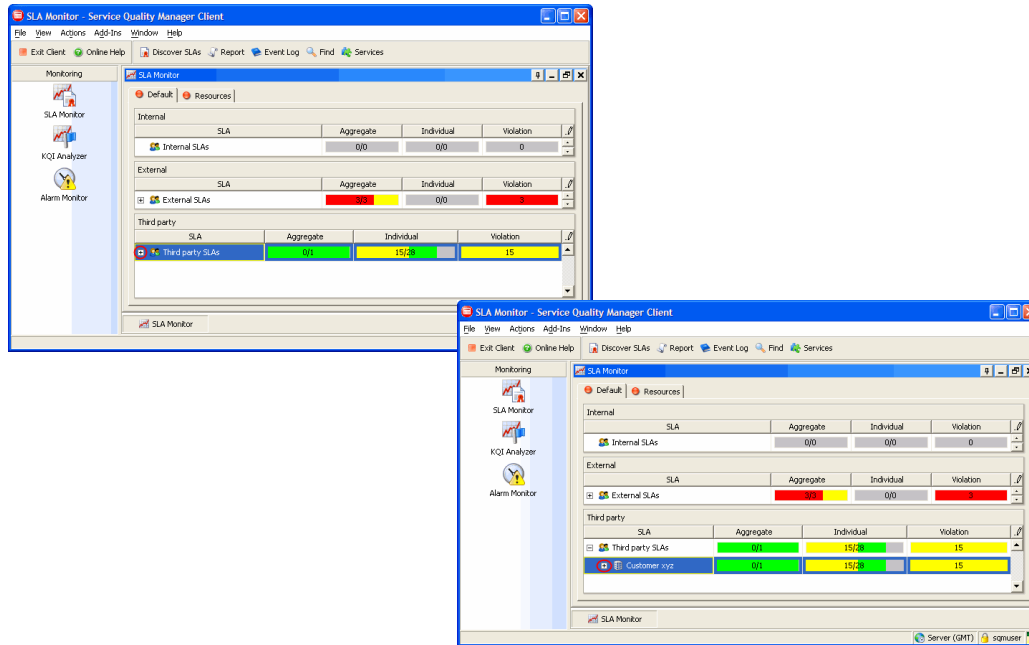Enter your user ID and password to log in. Click **Login**.

Monitoring

Welcome to Tivoli Netcool Service Quality Manager

Monitoring.

Monitoring includes SLA Monitor, KQI Analyzer, and Alarm Monitor. Click **SLA Monitor**.
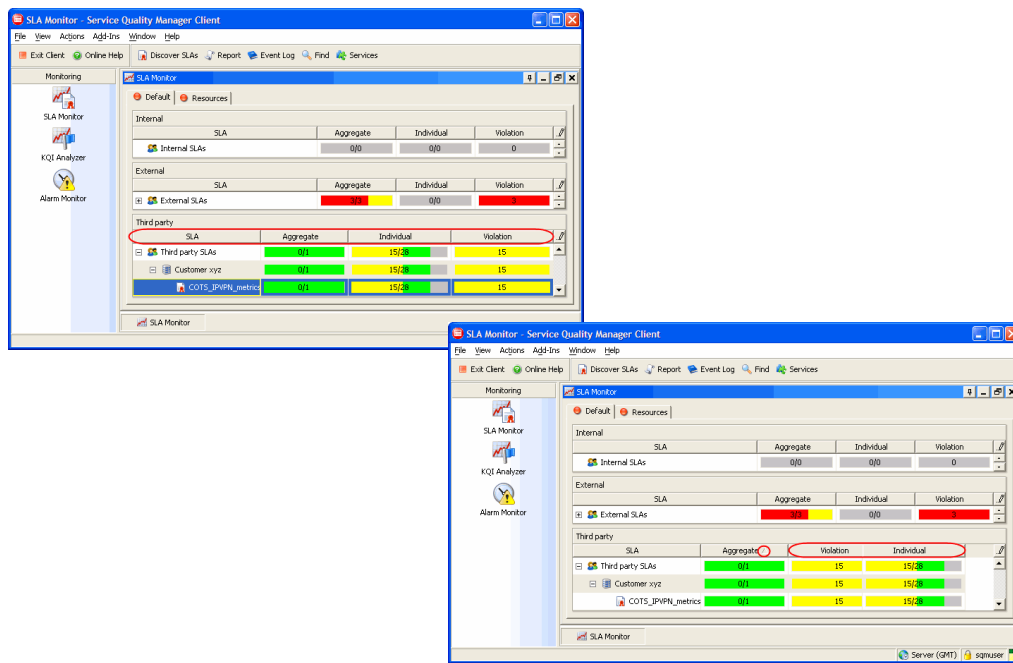
Expand third party SLAs

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Expand third party SLAs.

You can close the SLA Monitor window by clicking the **X** in the upper right corner of the window. Internal, external, and third party SLAs are shown. Expand **Third party SLAs**. Expand **Customer xyz**.

SLA monitor columns

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SLA monitor columns.

You can click the pin icon to keep the selected window at the front, preventing other windows from opening in the foreground. The SLA monitor columns are SLA, Aggregate, Individual, and Violation. You can drag the columns to change the location from the default. You can sort the dates by clicking the title of the required column. The sort criteria and direction of the sort is shown by an up or down triangle.

Auto resize, hide, and show columns
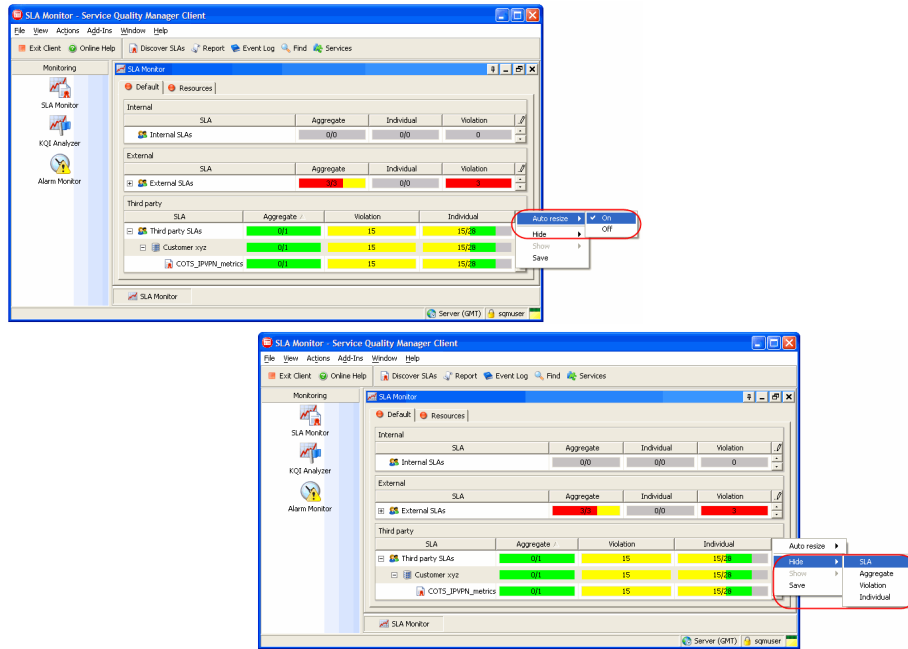
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Auto resize, hide, and show columns.

You can turn on auto resize to automatically adjust row length. You can hide any column by clicking **Hide** and selecting a column to hide. You can show any hidden column by clicking **Show** and selecting a hidden column. You can save the Hide and Show preferences for future SLA Monitor sessions.
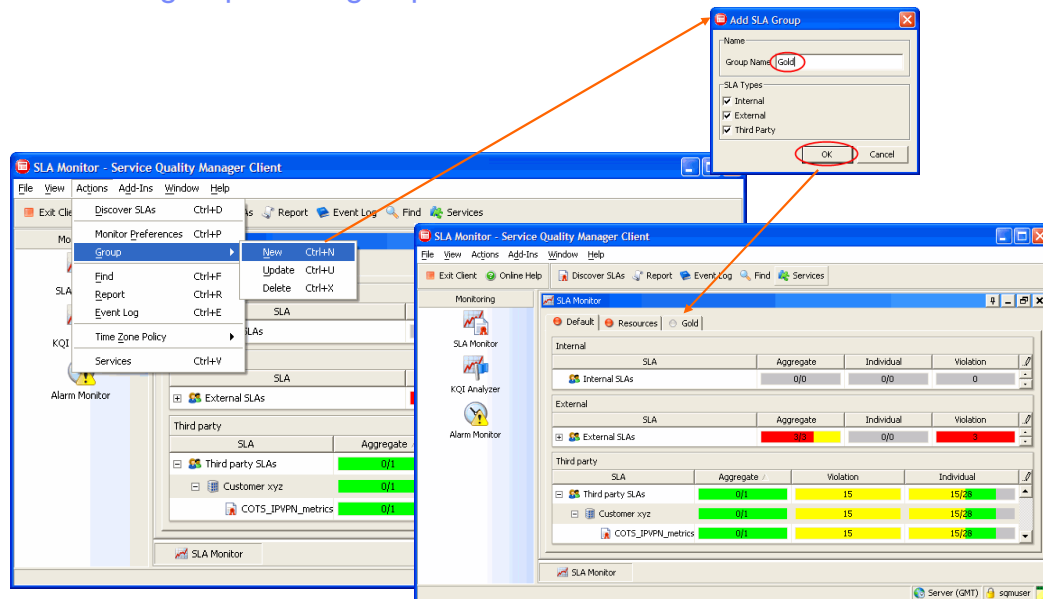
Monitor preferences
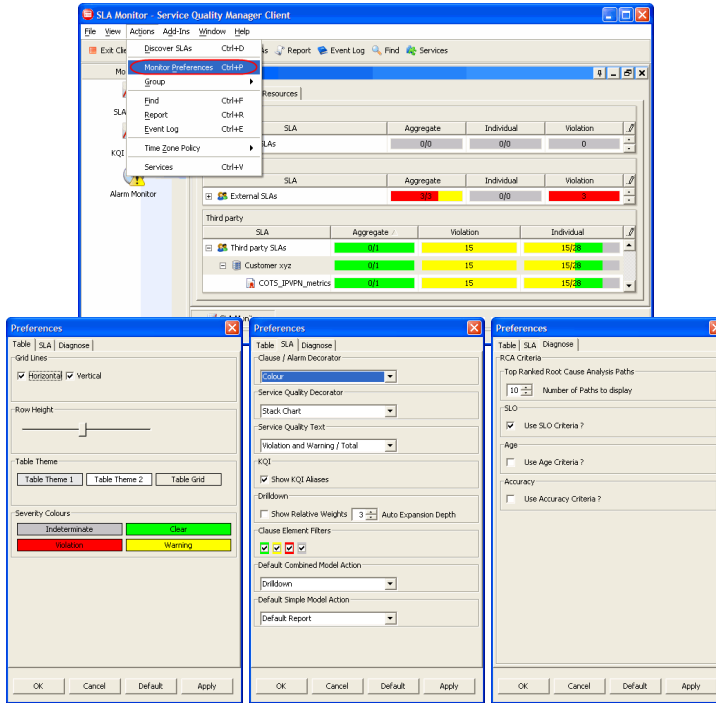
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Monitor preferences.

You can adjust the monitor preference by clicking **Actions** > **Monitor Preferences**. You can adjust the Table, SLA, and Diagnose designs.

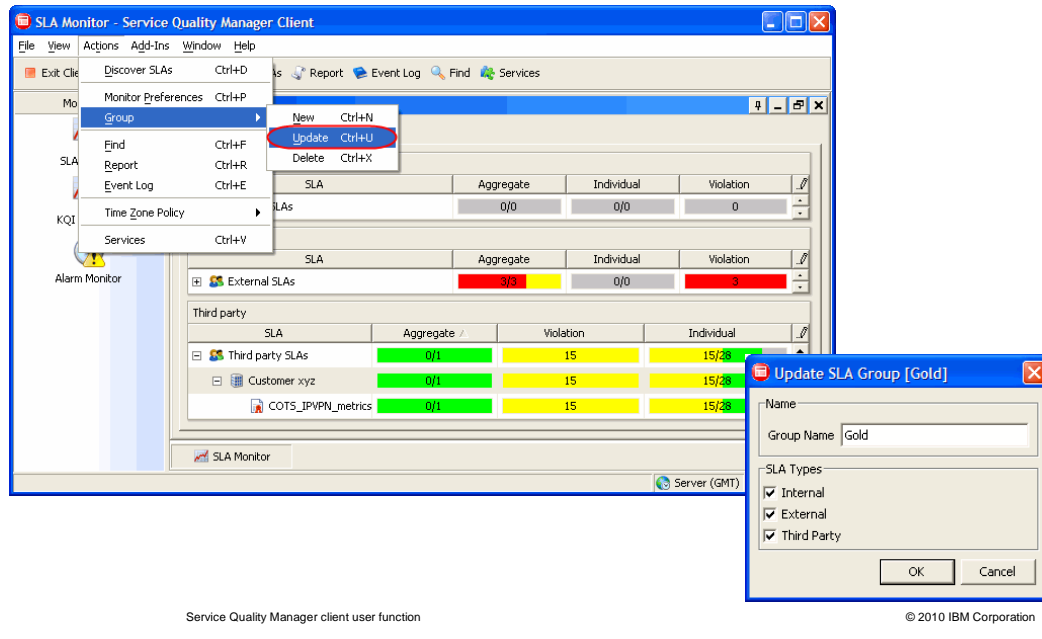Contract groups: Add group

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Contract groups: Add group.

You can organize contracts according to user-defined groups. Click **Actions** > **Group** > **New**. Enter the group name **Gold**. Click **OK** to add a new group.
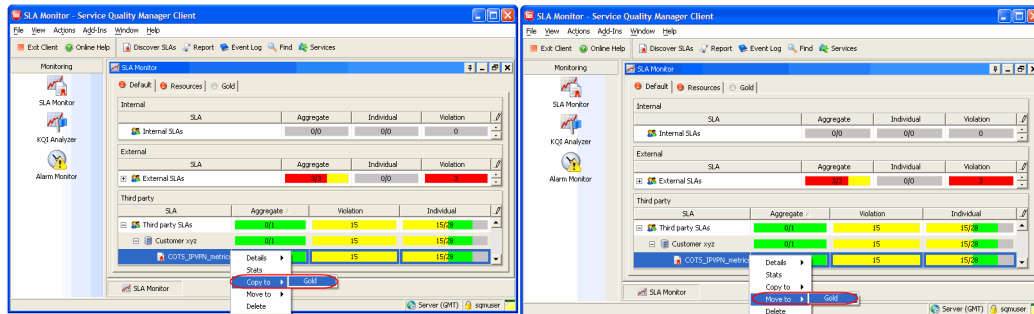
Contract groups: Update group

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Contract groups: Update group.

You can update a contract group. Click **Actions** > **Group** > **Update**. You can change the group name and SLA types as needed.
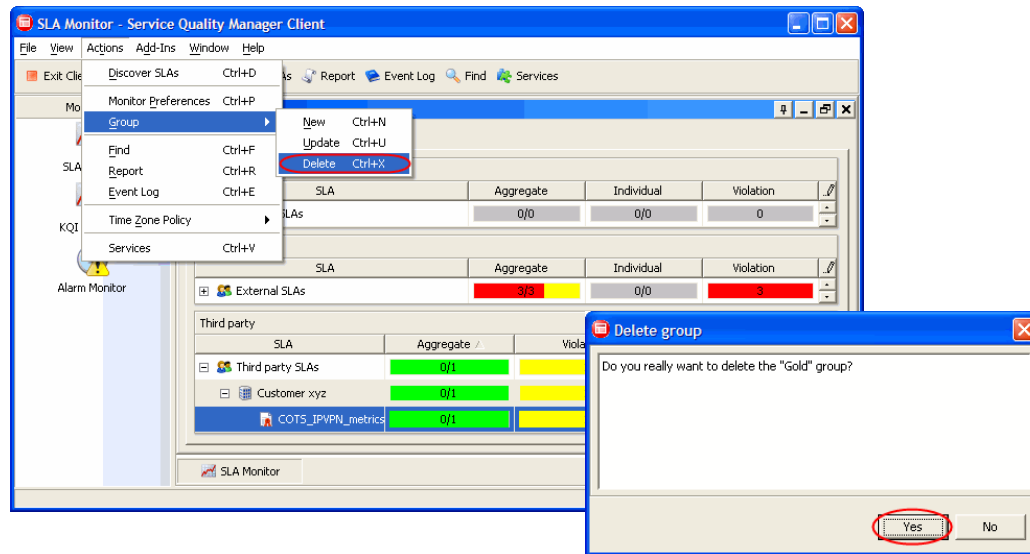
Contract groups: Move and copy contracts

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Contract groups: Move and copy contracts.

You can move and copy contracts. Right-click **COTS_IPVPN_metrics** and select **Copy to** > **Gold** to copy the contract to the gold group. You can move the contract by right-clicking **COTS_IPVPN_metrics** and selecting **Move to** > **Gold**.
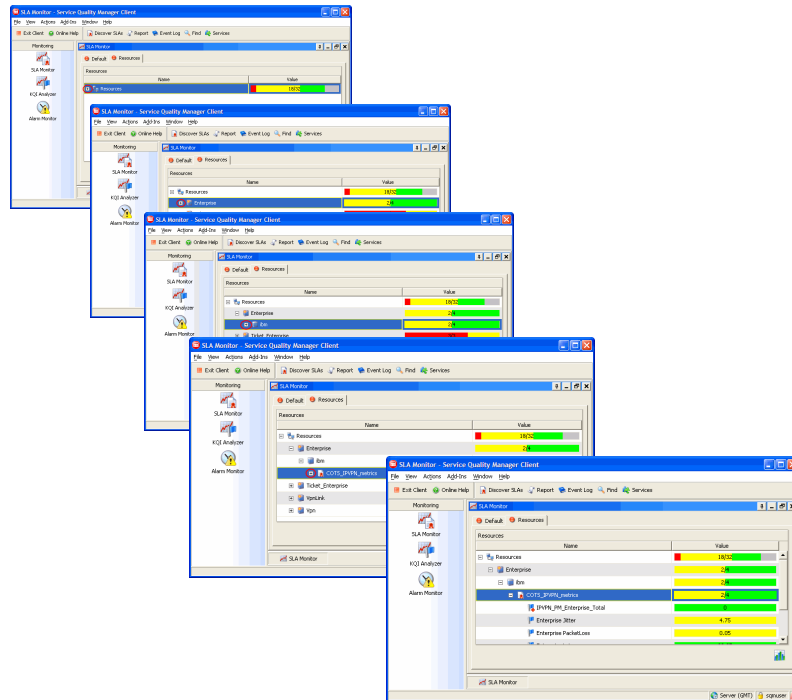
Contract groups: Delete group

Contract groups: Delete group.

You can delete a contract group. Click **Actions** > **Group** > **Delete**. Click **Yes** to delete the current group.
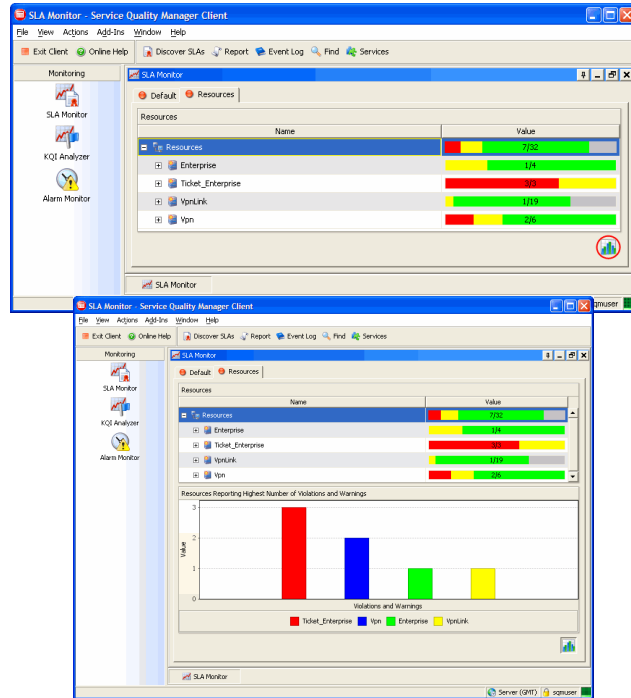
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Resources tab.

The resources tab shows all resource types and all resources being monitored. Expand **Resources** to view resource types. Expand the **Enterprise** resource type to view resources. Expand the **ibm** resource to view contracts. Expand the **COTS_IPVPN_metrics** to view KQIs. You can view a KQI model and historical data by right-clicking a KQI, which will be covered in the detail view section.
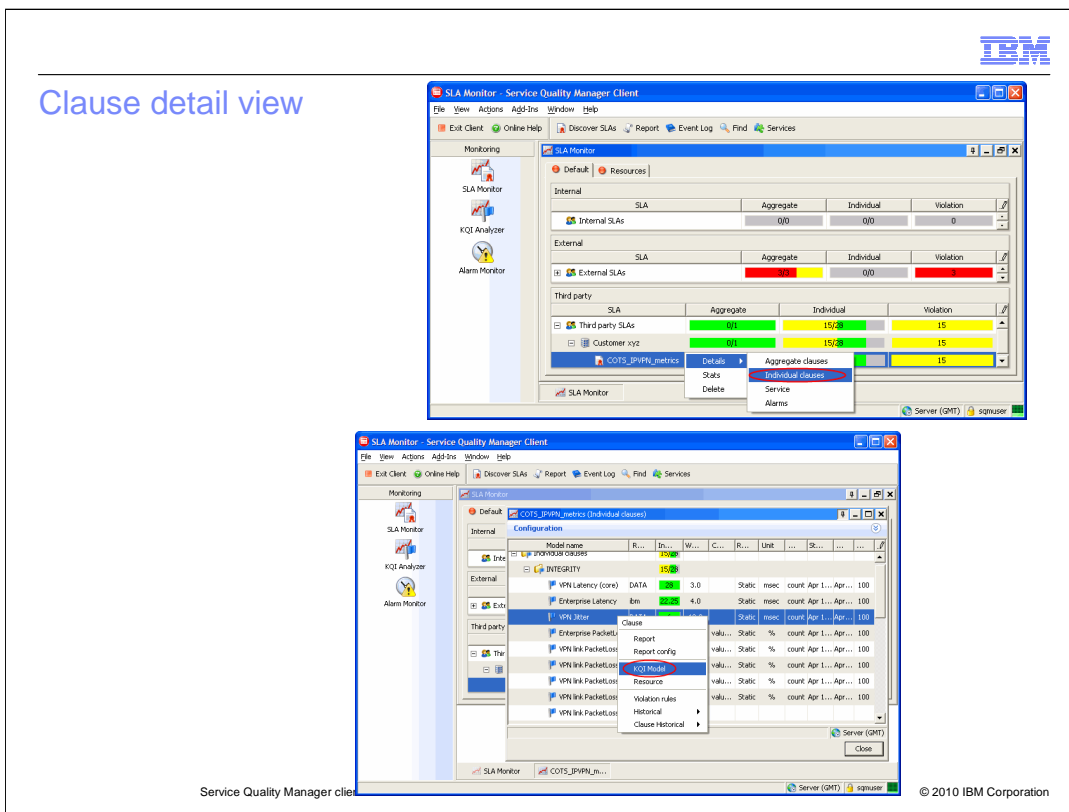
Resources tab: Bar chart

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Resources tab: Bar chart.

Click the bar chart icon to see a graphical representation of contracts that are affected by numbers of violations and warnings.
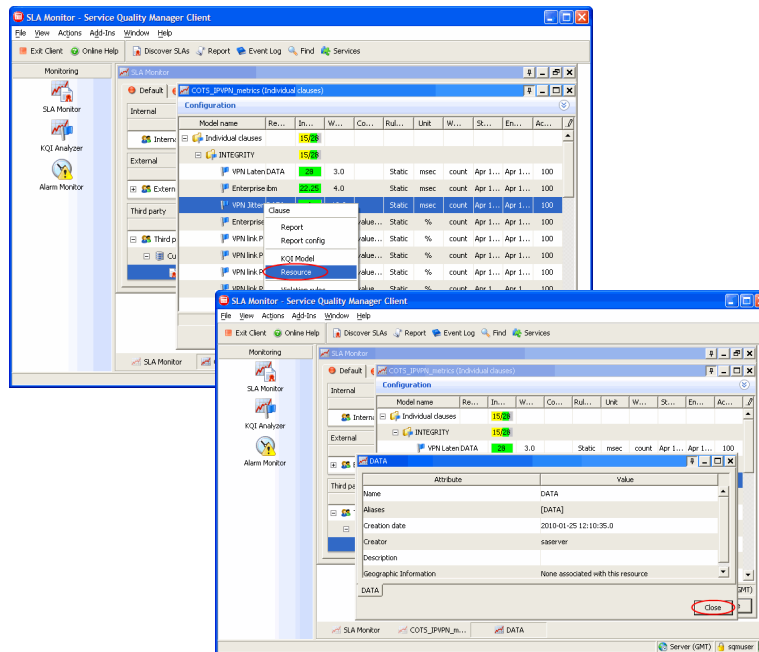
Clause detail view

Service Quality Manager client

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Clause detail view.

There are two clause detail views: Aggregate and Individual. Right-click
COTS_IPVPN_metrics, select **Details** > **Individual clauses** to view individual clauses.
Viewing available reports and report configuration can be done by clicking **Report** or
Report config. Right-click **VPN Jitter** and select **KQI model** to see the KQI model detail
view.

KQI model detail view
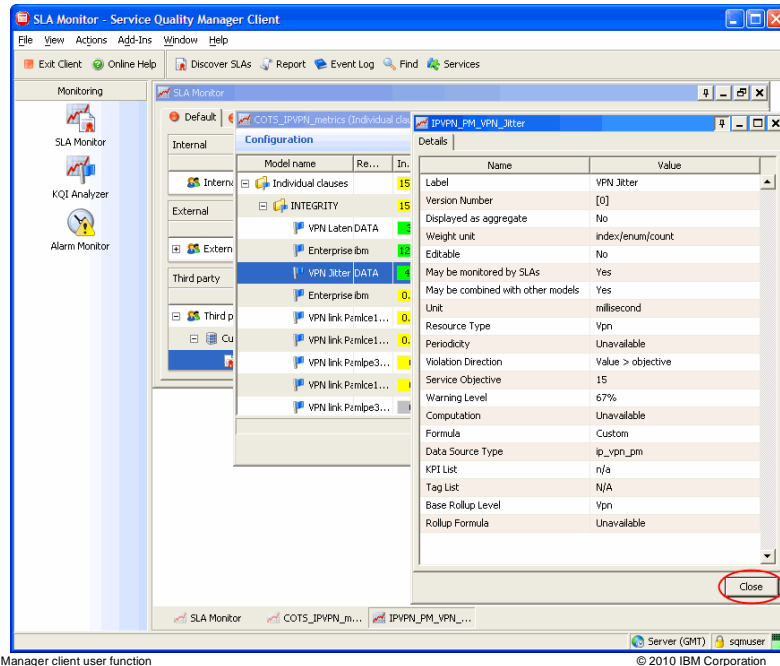
KQI model detail view.

The KQI model detail view is shown. Click **Close** to close the KQI model detail view.
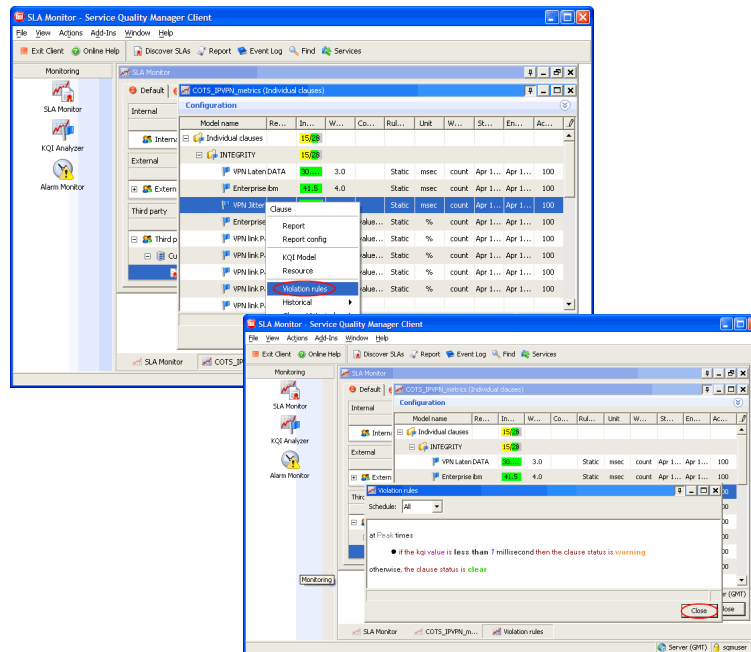
Resource detail view

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Resource detail view.

Right-click **VPN Jitter** and select **Resource** to show the resource detail view. Click **Close** to close the resource detail view.
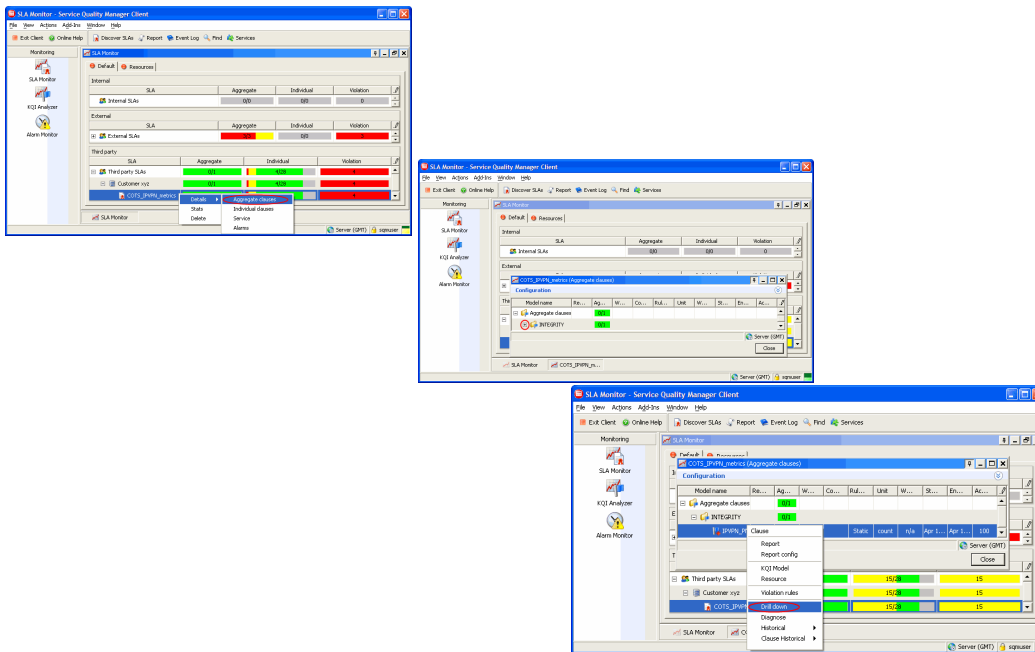
Violation rules detail view

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Violation rules detail view.

Right-click **VPN Jitter** and select **Violation rules** to show the resource detail view. Click **Close** to close the violation rules detail view.
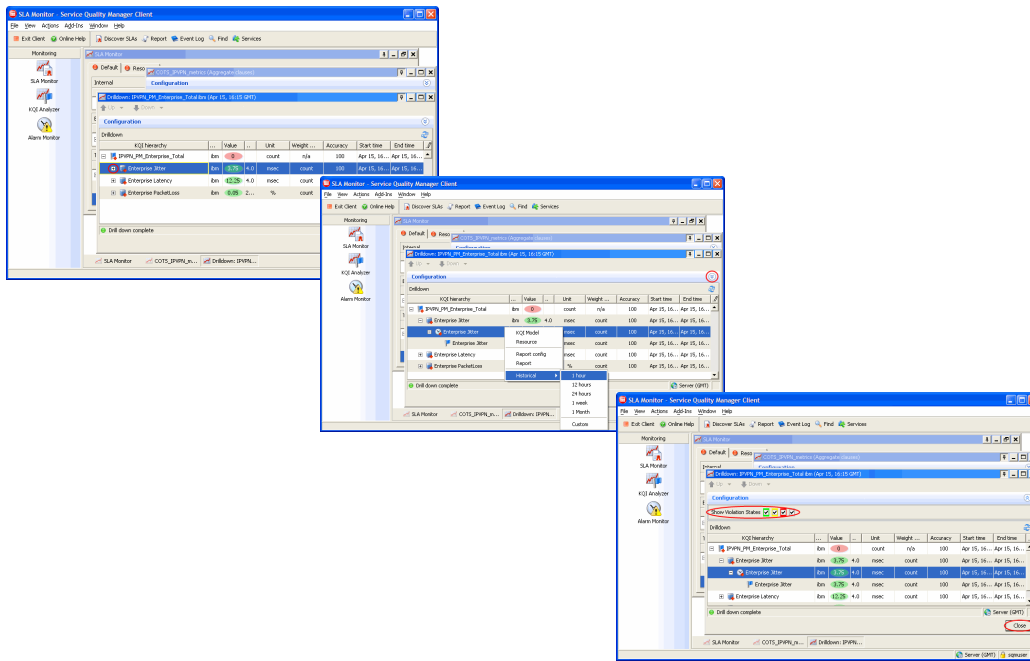
Drill down detail view

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Drill down detail view.

Right-click **COTS_IPVPN_metrics** and select **Details** > **Aggregate clauses**. Expand **INTEGRITY**. Right-click **IPVPN_PM_Enterprise_Total** and select **Drill down**.

Drill down into combined KQIs

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Drill down into combined KQIs.

Expand **Enterprise Jitter**. You can view the **KQI Model**, **Resources**, and **Historical** detail views. Click the **Collapse/Expand Configuration** button. You can see the options to show or hide violation states. Click **Close**.

Diagnose detail view

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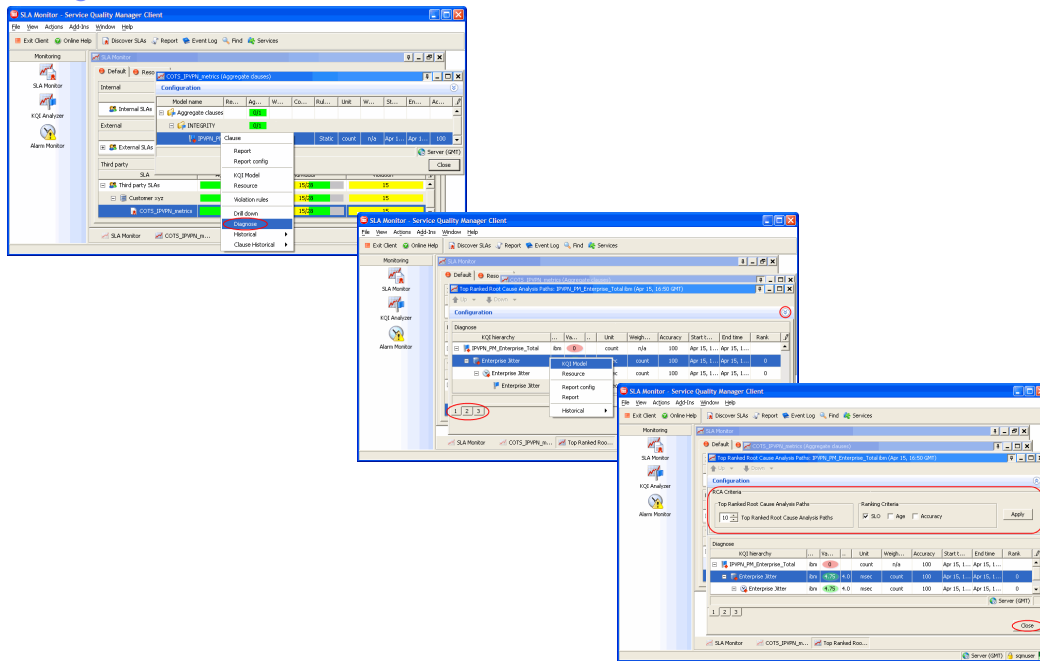
Diagnose detail view.

Right-click **IPVPN_PM_Enterprise_Total** and select **Diagnose**. You can view the **KQI Model**, **Resources**, and **Historical** detail views. You can view low-level KQIs from the numbered tabs. Click the **Collapse/Expand Configuration** button. You can select the number of top-ranked root cause analysis paths to show. You can select ranking criteria. Click **Close**.
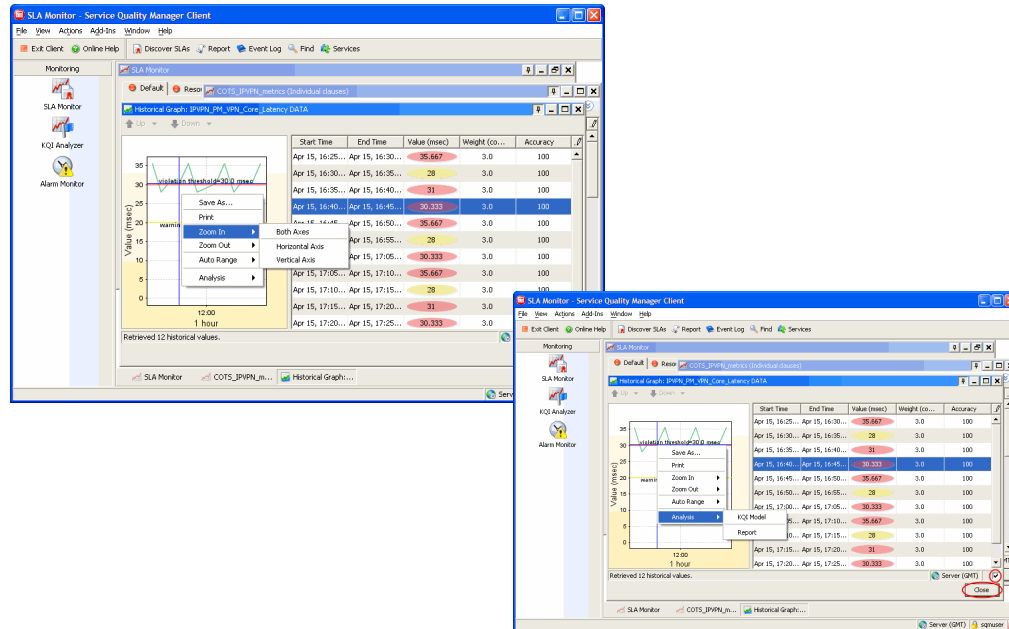
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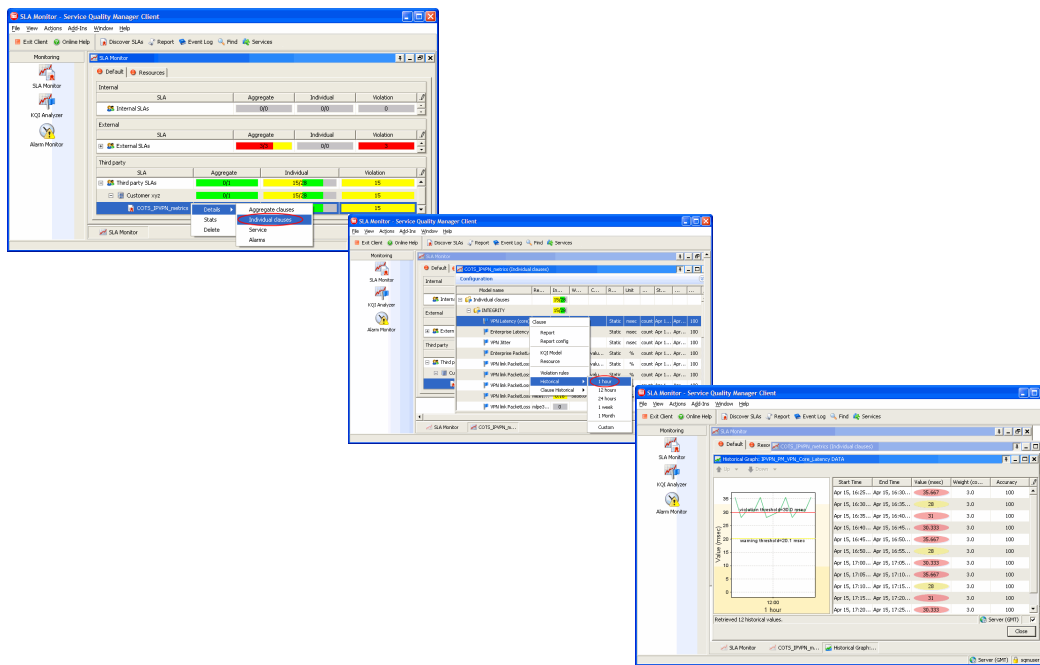
Historical detail view.

Right-click **COTS_IPVPN_metrics** and select **Details** > **Individual clauses**. Right-click
VPN_Latency (core) and select **Historical** > **1 Hour**. Historical data is shown.
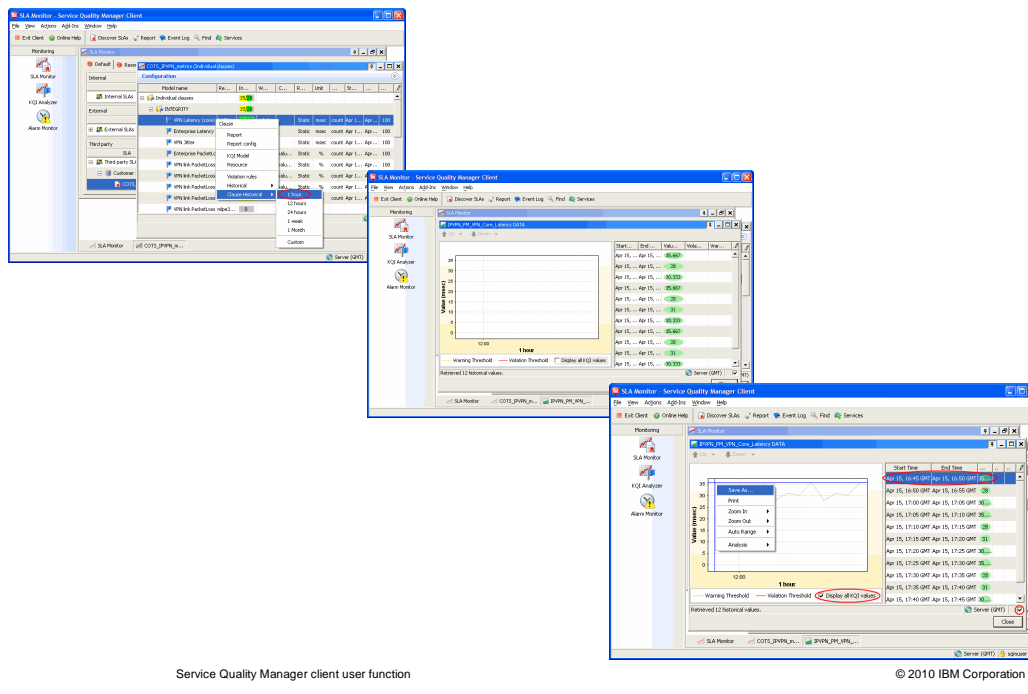
Historical detail view continued

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Historical detail view continued.

Click the start time **Apr 15, 16:45** to see the data point on the historical graph. You can right-click the graph to save the graph and print the graph. You can also zoom in, zoom out, and auto range on the horizontal, vertical, or both axes. You can view a **KQI Model** or **Report** from the **Analysis** option. You can expand the historical graph or show the data points by selecting or clearing the check box. Click **Close**.
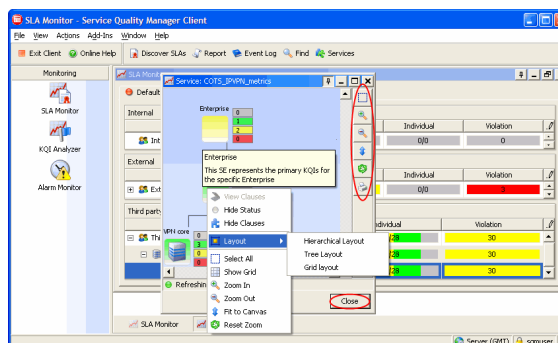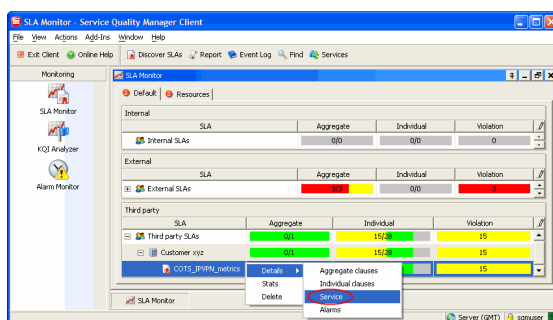
Clause historical detail view

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Clause historical detail view.

Right-click **VPN_Latency (core)** and select **Clause Historical** and **1 Hour**. Clause historical data is shown. Click the start time **Apr 15, 6:45** to see the data point on the historical graph. You can right-click the graph to save the graph and print the graph. You can also zoom in, zoom out, and auto range on the horizontal, vertical, or both axes. You can view a **KQI Model** or **Report** from the **Analysis** option. You can expand the historical graph or show the data points by selecting or clearing the check box. Select **Display all KQI models** to show all KQI models.

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Service detail view.

Right-click **COTS_IPVPN_metrics** and select **Details** > **Service**. You can select clauses, zoom in, zoom out, fit to canvas, refresh zoom, and view a print preview using the icons on the right of the service detail window. You can view service element details by hovering your cursor over a service element. You can right-click the service detail view to show **Hide Status**, **Hide Clause**, **Layout**, **Select All**, **Show Grid**, **Zoom In**, **Zoom Out**, **Fit to Canvas** and **Reset Zoom** options. You can view clauses by double-clicking the service element. Click **Close**.
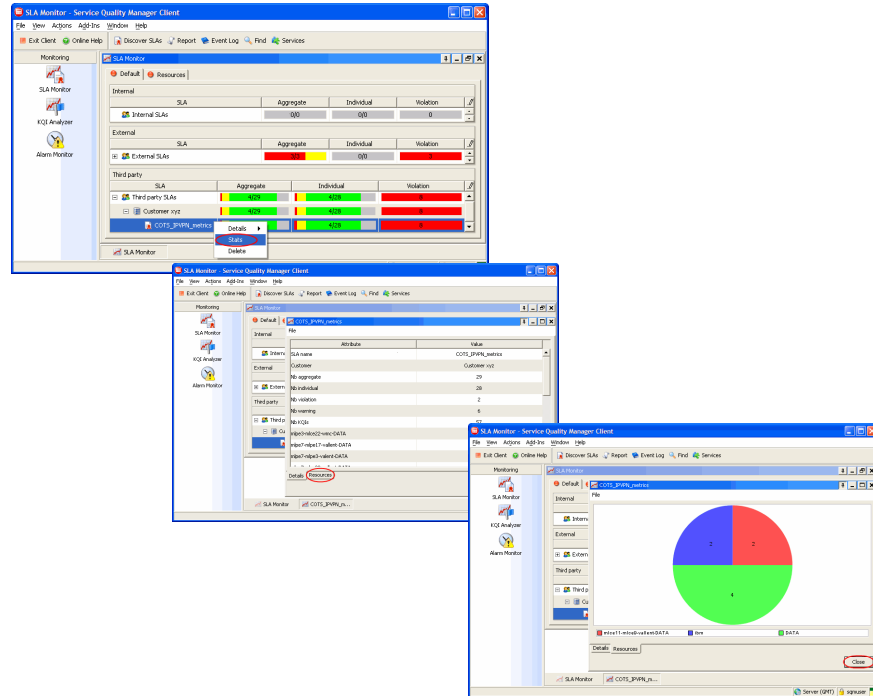
Alarm monitor detail view

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Alarm monitor detail view.

Right-click **COTS_IPVPN_metrics** and select **Details** > **Alarms**. The alarm monitor detail view is shown. You can select an alarm. Right-click an alarm to acknowledge the alarm. After the alarm is acknowledged, you can terminate the alarm. You can also view the alarm properties.
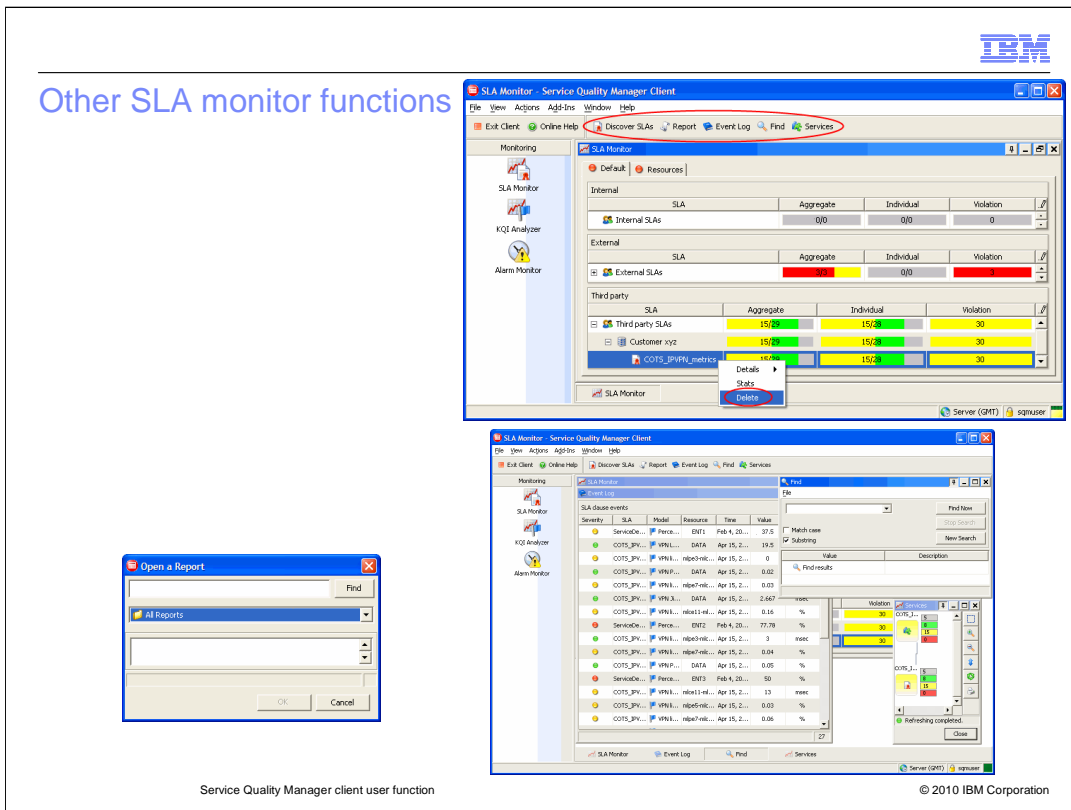
Stats view

Service Quality Manager client user function
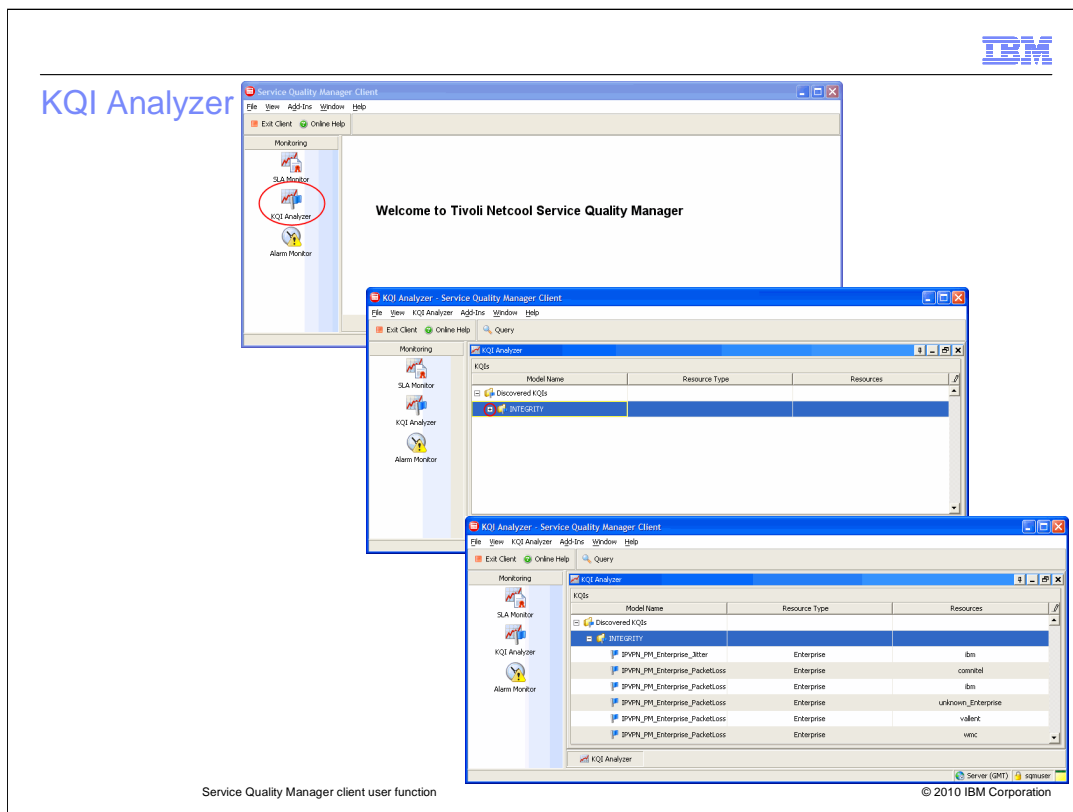
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Stats view.

Right-click **COTS_IPVPN_metrics** and select **Stats**. The stats view details are shown. Click the **Resources** tab to see resources. The stats view resources are shown. Click **Close**.

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Other SLA monitor functions.

You can right-click **COTS_IPVPN_metrics** and select **Delete** to delete an SLA. You can discover SLAs, view reports, view the event log, find SLAs, and view the services. The Open a Report window is shown. The Event Log, Find, and Services windows are also shown.

KQI Analyzer

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KQI Analyzer.

Click **KQI Analyzer** to view KQI Analyzer. The KQI Analyzer window is shown. Expand **INTEGRITY**.
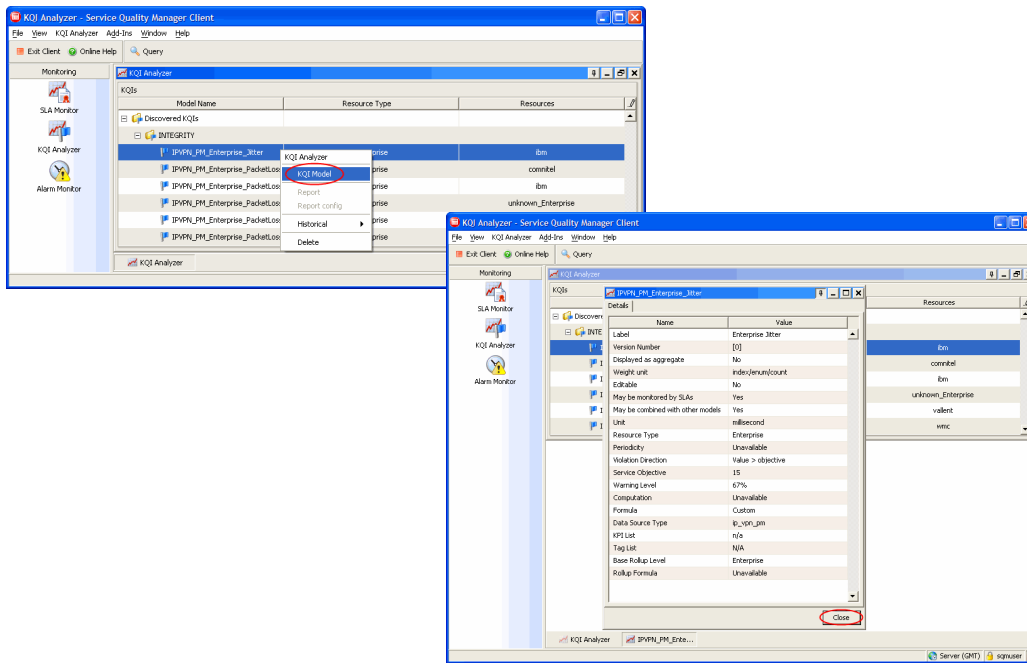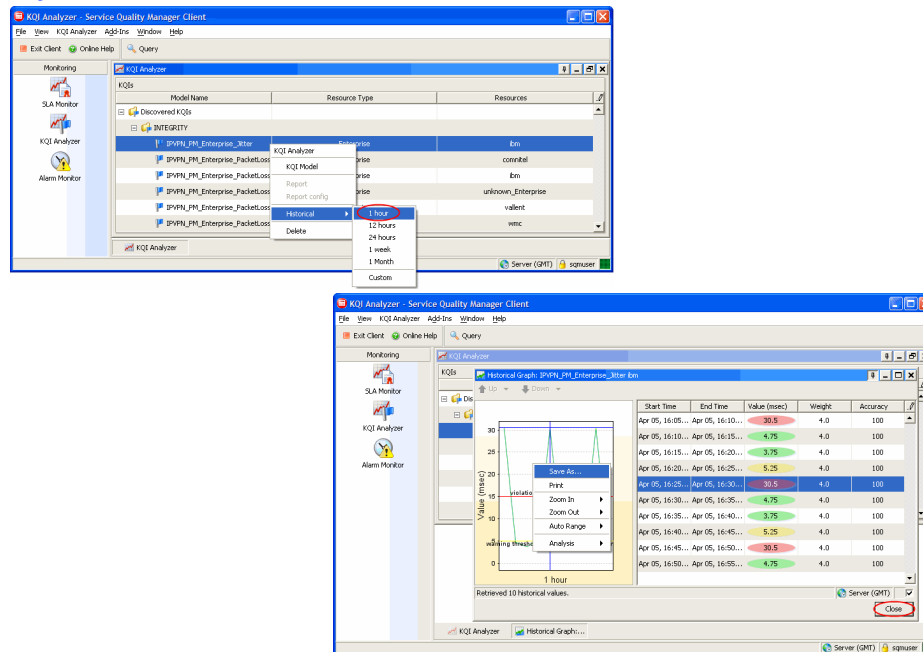
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KQI Model.

Right-click **IPVPN_PM_Enterprise_Jitter** and select **KQI Model** to see the KQI model.
The KQI model is shown. Click **Close**.

KQI analyzer historical view

KQI analyzer historical view.

Right-click **IPVPN_PM_Enterprise_Jitter** and select **Historical** > **1 hour**. The historical view is shown. Click the start time **Apr 05, 16:25** to see the data point on the historical graph. You can right-click the graph to save the graph and print the graph. You can also zoom in, zoom out, and auto range on the horizontal, vertical, or both axes. You can view a KQI Model or Report from the **Analysis** option. You can expand the historical graph or show the data points by selecting or clearing the check box. Click **Close**.

KQI analyzer query

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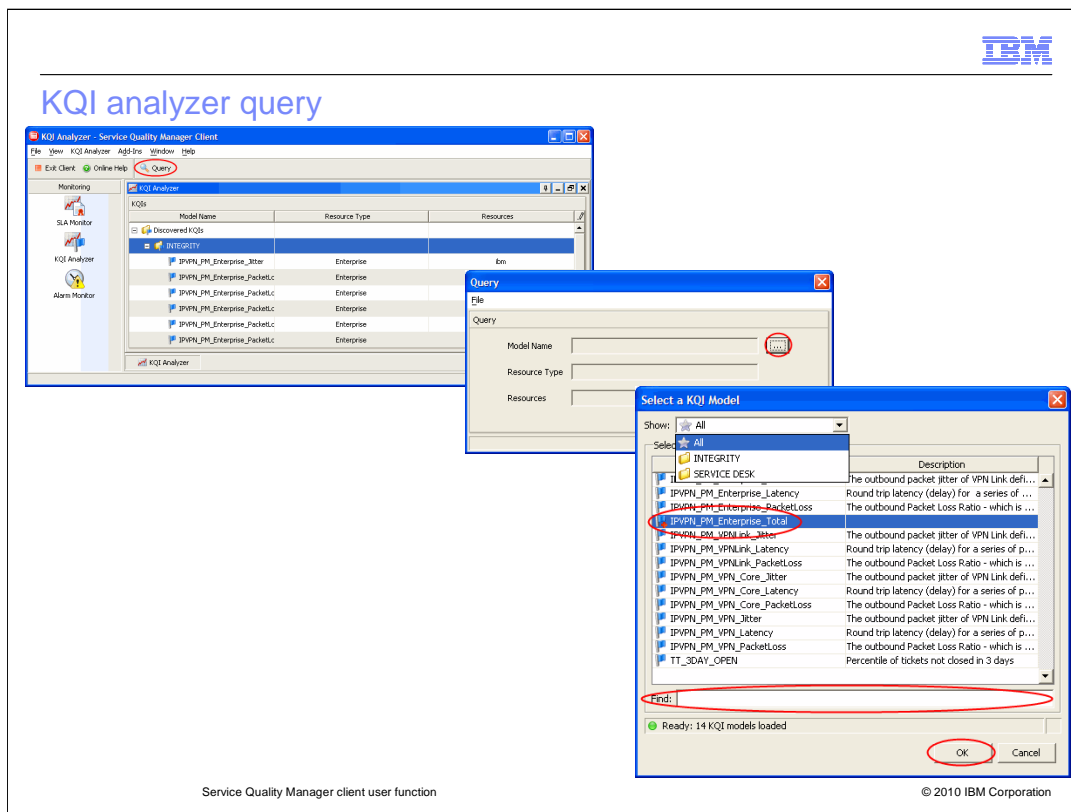
KQI analyzer query.

Click **Query**. Click the ellipses (**…**) button beside the Model Name field. You can search all KQIs or specific KQI categories. You can enter a search criteria to find a specific KQI. Click **IPVPN_PM_Enterprise_Total**. Click **OK**.

KQI analyzer query continued

Service Quality Manager client user function

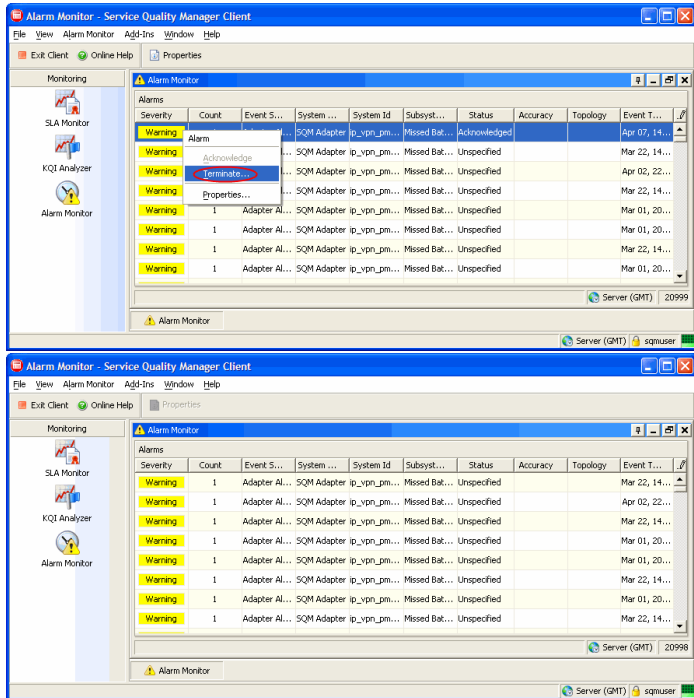© 2010 IBM Corporation
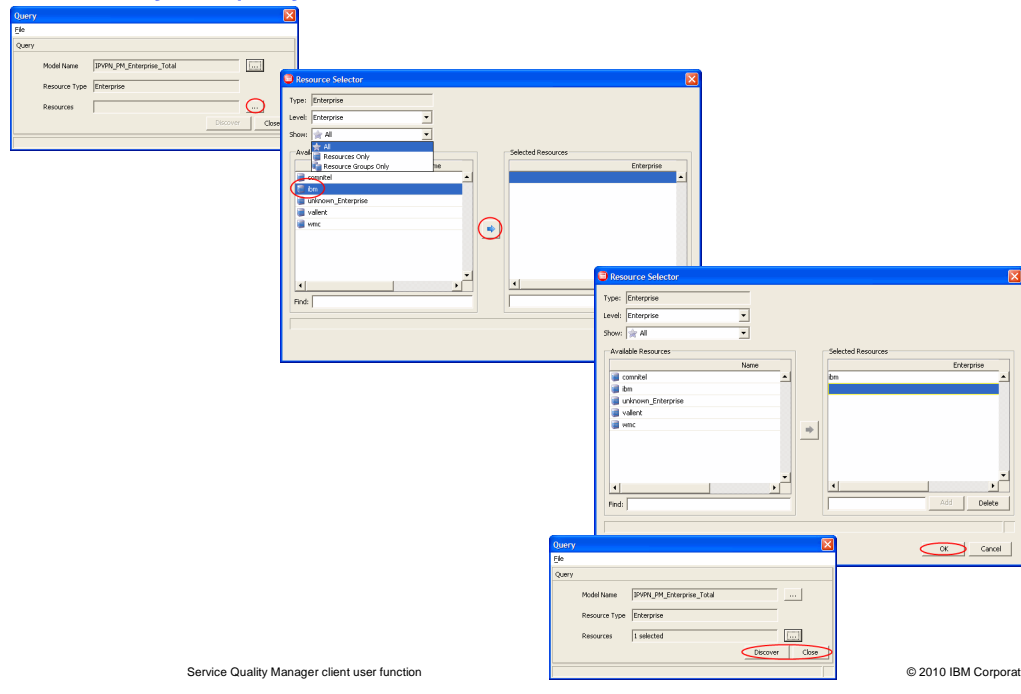
KQI analyzer query continued.

Click the ellipses (**…**) button beside the **Resources** field in the Query window. You can select the level. You can show **All**, **Resources Only**, or **Resource Groups Only**. Click the right arrow icon in the Resource Selector window. Click **OK** in the Resource Selector window. Click **Discover** in the Query window. Click **Close** in the Query window.

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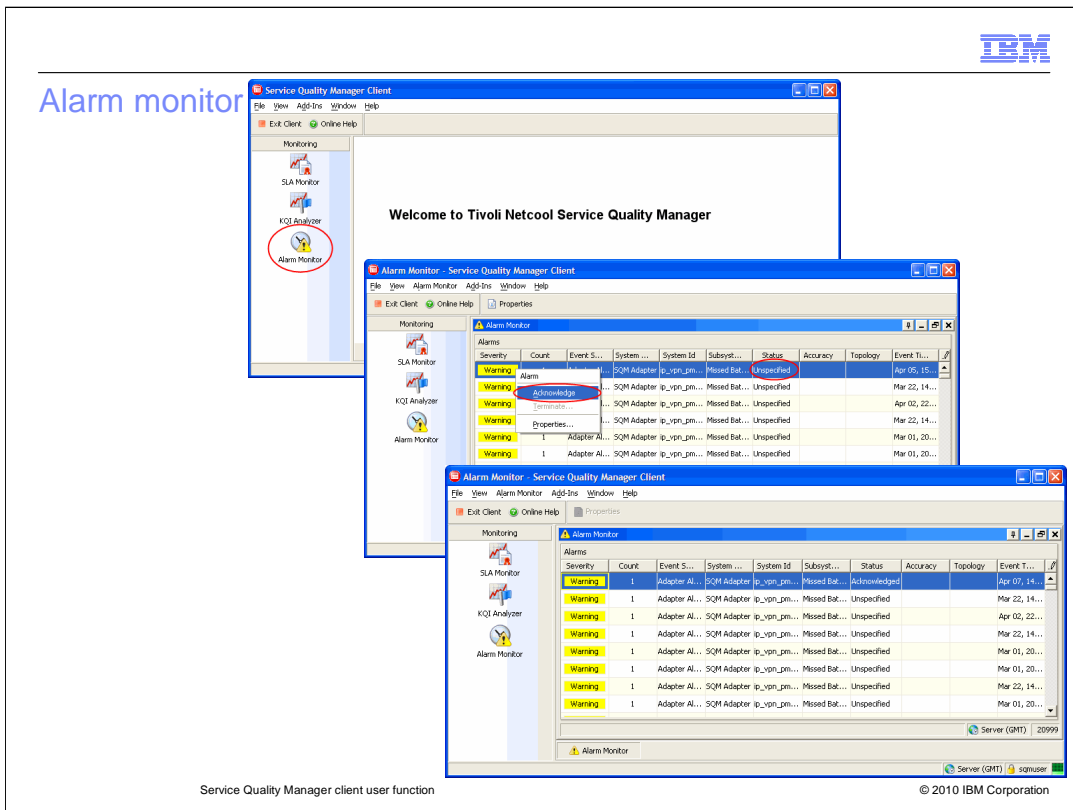
Alarm Monitor.

Click **Alarm Monitor** to view the alarm monitor. The alarm monitor window is shown. Right-click an alarm with a status of **Unspecified** and select **Acknowledge** to change the status to **Acknowledged**.
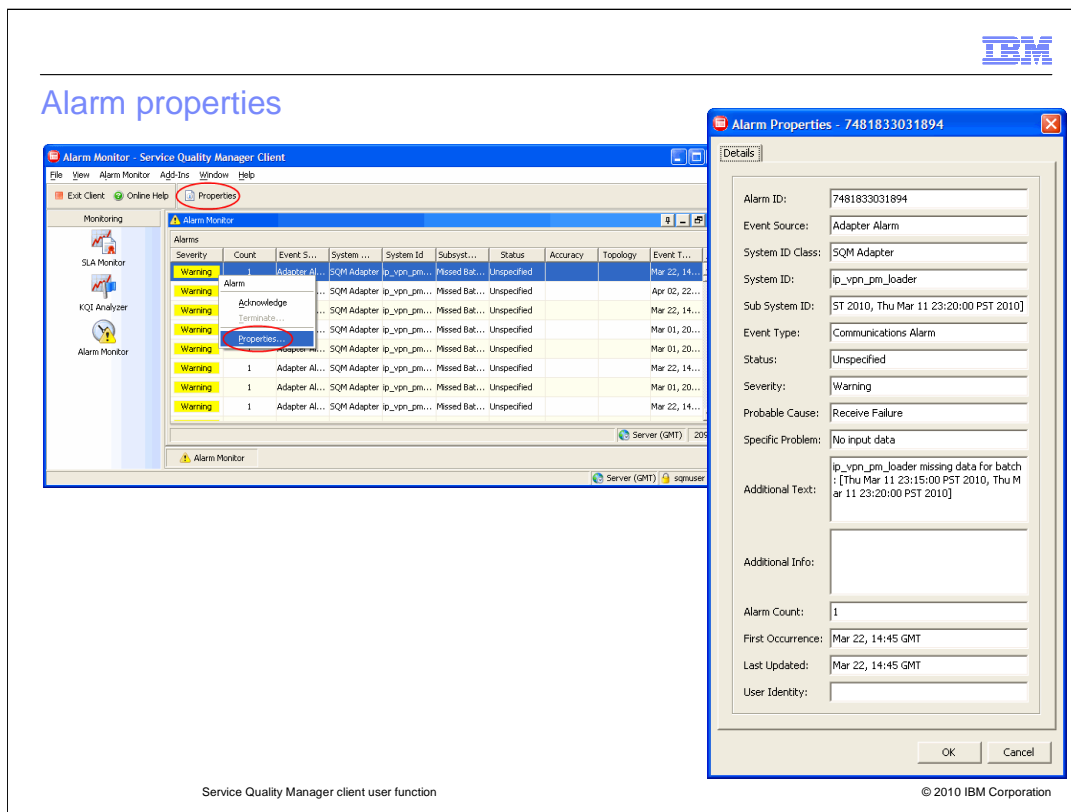
Terminate alarm

Service Quality Manager client user function

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Terminate alarm.

Right-click the acknowledged alarm and select **Terminate** to terminate the alarm. The alarm is removed from the alarm monitor.

Alarm properties

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Alarm properties.

Right-click an alarm and select **Properties** or click the **Properties** button to show the alarm properties. The alarm properties are shown.
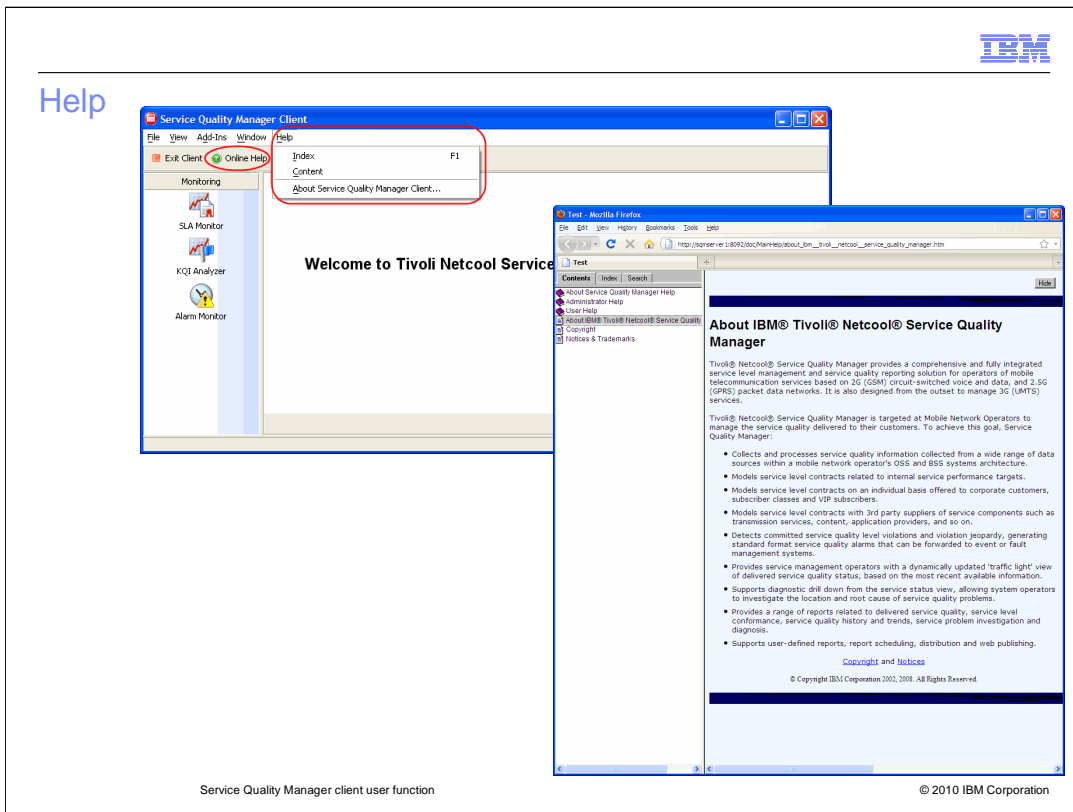
Help.

You can view help by selecting from the **Help** drop-down menu. Click **Online Help** to view online help. Online help is shown.

Summary

You should now be able to navigate Service Quality Manager client user functions including SLA Monitor, KQI Analyzer, and Alarm Monitor

Service Quality Manager client user function

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Summary.

You should now be able to navigate Service Quality Manager client user functions including SLA Monitor, KQI Analyzer, and Alarm Monitor.

Training roadmap for IBM Tivoli Netcool Service Quality Manager

http://www.ibm.com/software/tivoli/education/edu_prd.html

Training roadmap for IBM Tivoli Netcool Service Quality Manager.

You can see the training roadmap for IBM Tivoli Netcool Service Quality Manager by going to the URL listed on the slide.

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