



## Understanding Services

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Using the Prime Central for HCS Service Availability portlet, you can view the status of services for each customer. Each customer is color coded based on the overall status of their services. By default, the customer with top-most priority is listed first.

This page provides comprehensive view of the services. From this page, you can:

- View the customer's services, subservices, and service health based on color-coded indicators.
- View a graphical presentation of your service dependencies and change the appearance of the views (Relationships, Grouping, Custom, and so on).
- Display related events in an Event List in the Service Details portlet or in Alarm Browser - All Events portlet.

To view the Service Availability, go to **Assure > Service Availability**. The Service Availability portlet opens.

**Figure 7-1**      **Service Availability Portlet**



The portlet has four panes, each of which present you with specific data of services using which you can understand a service better.

- **Service Tree**—On the top left corner; lists all the services available per customer in a tree format.

- Service Availability—On the top right corner; presents a graphical representation of the customer selected in the Service Tree.
- Urgent Services—On bottom left corner.
- Service Details—Bottom right corner; this pane lists the services, the events and the SLAs that affect a service-dependency model.

## Understanding the Service Tree View

The Service Tree pane presents a view of all customers and their services in a tree format. Expand or collapse as needed. The customer state is normalized to represent the combined status of all services. For example, if a child node is down and is in Critical state, and other child nodes are up, the parent node's state is calculated based on its children's state. The service name column fields are arranged in alphabetical order.

The first time you choose a service from the Service Tree, you encounter an error message in the corresponding Service Viewer pane. Select **No** to view the service in the Service Viewer pane.

**Table 7-1 States of Nodes in Services Tree**

Column Name	Description
Service Name	<p>This column lists the names of services instances configured for Prime Central for HCS. This column is sorted alphabetically by default, but you cannot selectively sort it.</p> <p>Note: If your service name is too long, the Service Tree on the Service Availability page automatically wraps the text to the next line.</p>
State	<p>The State indicator shows the status with up-to-the-minute information about the service as a whole, depending on the status of the subservices. The color indicators are:</p> <ul style="list-style-type: none"> <li>• Green = Good</li> <li>• Yellow = Marginal</li> <li>• Purple = unknown (for events only)</li> <li>• Blue = Maintenance</li> <li>• Red = Bad</li> </ul> <p>You can sort the services according to the status by clicking this column heading.</p>
Events	<p>The Event indicator shows the highest severity level of related events for the service. The indicator colors match the severity-level colors for ObjectServer events. For example, if the highest severity level is warning, this indicator is blue.</p> <p>You can sort the services according to the event status by clicking this column heading.</p>

## Displaying Service-Affecting Events

You can display data on events that affect a given service in the Events tab of the Service Details portlet in the following ways:

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- Step 1** From the services tree or the View Service tab, right-click the service where you want to see events.
  - Step 2** Select **Show > Service Affecting Events (Table)** from the menu that appears.

The Events tab in the Service Details portlet shows a table of events that affect the service. Only the events related to the service are displayed.

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## Displaying Active Events List

You can also display service-affecting events in Alarm Browser - All Events portlet. You must have the Java plug-in installed on your client machine in order to display an Alarm Browser - All Events portlet. To open an Alarm Browser - All Events portlet for a service:

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- Step 1** Right-click the service instance in the Services tree or the Service Editor to display the options menu.
  - Step 2** Select **Show > Show Service Affecting Events (Alarm Browser - All Events portlet)**.

A portlet page is opened containing an Alarm Browser - All Events portlet shown in context of the service. If an Alarm Browser - All Events portlet page is already opened, it will be reused. Only the events related to the service are displayed.

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## Searching for Service Instances

On the Service Tree pane, clicking the Search button launches a new window that allows you to search for service instances. Enter a search string in the Search for field, and click Search. The matching results are shown in the table below.

For example, if you want to find all the service instances with names like webserver1, click the search icon. In the new window, enter webserver1 in the Search For field and click the Search button. The table will be populated with matching service instance. If you double-click the instance in the list, the service editor will be populated with that service.

On the Service Availability page, when you click one of the instances in the list, it will be displayed and selected in the Service Tree.

## Understanding Service Availability

To view a graphical representation of a service, click a service in the Services tree. Service Navigation portlet loads a dependency view of the service with its subservices in the Service Availability pane. The pane, by default, displays the Relationships layout. By default, the dependency view displays up the hierarchy one level and three levels down from the selected service. The resources displayed in the Service Viewer are not sorted. They are positioned in such a way to optimize the layout of the view in the space provided.

The Service Availability preference window allows you to control the default presentation of a tree and set a default service instance.

**Note**

If you close a login session, any changes that you make in the Service Availability preferences window will not be saved.

## Setting Starting Service Instance

The Set Starting Instance window allows you to select a default service from a tree of your service models. You can set the starting instance for your userid only or for one of the groups you belong to. This section describes the steps to select a default service instance to be displayed when you log in.

# Understanding Urgent Services Pane

The Urgent Services portlet displays a list of all services that have a status of bad.

By default, the Urgent Services portlet displays services with a status of bad (5). An administrator can optionally configure Prime Central for HCS to use a different status threshold for the Urgent Services portlet. By default, the Urgent Services portlet updates every 30 seconds. Administrators can configure a different update frequency.

You can display one of the listed services in the Service Viewer by double-clicking anywhere on the row of the service name.

The Urgent Services portlet lists the services with an urgent status and the last time the service status changed. The description of the pane is as follows:

**Table 7-2** *Urgent Services Pane*

Element	Description
Quick filter	You can filter the displayed list of urgent services using this control. Enter filter text in the field and press enter. Click the down arrow to the left of the Search field to choose which columns to filter.
Service column	The service names display in this column. You can sort the service names alphabetically when you click Service in the title row for this column. You can switch between ascending and descending sort order when you click the up/down arrow. To display a service in the Service Editor, double click the service name in this column.
State column	The status of the services displays in this column. You can sort the service names by status when you click State in the title row for this column. You can switch between ascending and descending sort order when you click the up/down arrow.

**Table 7-2** *Urgent Services Pane*

<b>Element</b>	<b>Description</b>
Last Changed column	This column shows the last time the status of the service changed. You can sort the service names by time when you click Last Changed in the title row for this column. You can switch between ascending and descending sort order when you click the column name again.
Selectable Rows	To show a service in the Service Availability, click the service name.

