

Status Reports

Overview

GroundWork Reports are a set of predefined service level reports available for immediate report generation and visibility into IT service levels. These standard availability and status reports are viewable in GroundWork Monitor through the integrated BIRT Report Viewer. This page reviews the **Status Reports** including Host Groups Status, and Host Status.

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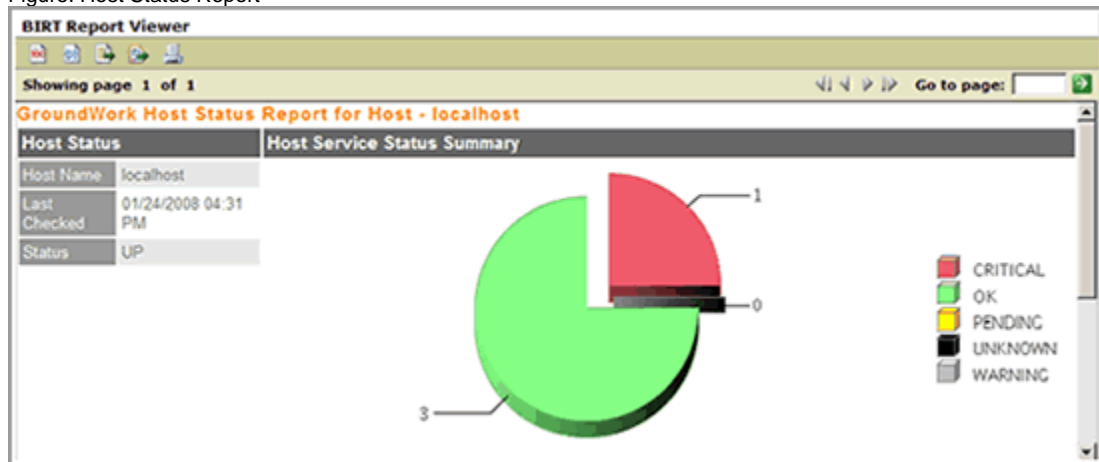
1.0 About Status Reports

1.1 Host Status Report

The Host Status reports displays a pie chart showing the status for all Services along with a Host Service Status list of Services and their respective Status, Last Checked time, Next Check time and the Last State Change time. The status column in the Service list will be highlighted in red if the status is CRITICAL.

- The first section of the report shows the current state of the Host specified. And, the last date/time the Host status was checked. Along with the current state, a pie chart is presented showing the Service status counts for each Service related to the specified Host.
- The last section of the report is a list of all Services in alphabetical order related to the Host. The data for this report comes from the Foundation Web Services. The following table describes the data listed in the report:
 - Description - Description of the service being monitored.
 - Status - The status last retrieved for the service.
 - Last Checked - The date / time the service was last checked.
 - Next Checked - The date / time the service will be checked.
 - Last State Changed - The date / time the state of the service actually changed states.
- Host Status Report Parameters
 - Host Name - The Host name report parameter identifies which Host to include in the status report. The list of Hosts presented are all Hosts identified in the GW system. If a Host is not selected, the host defaults to localhost.

Figure: Host Status Report



1.2 Host Group Status Report

This report displays two pie charts representing Host Group(s) Service Status and Host Group(s) Host Status. Totals for each section represent the number of times each (or all) Host Group Service or Host Group Host is in a particular state. For Host Group Service Status, states include Critical, OK, Pending, Unknown, and Warning. For Host Group Host Status states include Down, Pending, Unreachable, and Up. The Host Group

Service Status and Host Group Host Status lists are organized by Host Group and presents the number of Services and Hosts in each state.

- The first section of the report contains two pie charts showing Host Group Service Status and Host Group Host Status. The counts depicted in the pie chart show status count totals for the Host Group(s) identified with the Host Group report parameter.
- The second section of the report contains two lists showing a breakdown of Service status and Host status counts for each Host Group specified in the report. All Services and Hosts are listed in alphabetical order. Also, each Service and Host state is listed in alphabetical order. If any Service for a particular Host Group is in the CRITICAL state this count will be highlighted in red. And, if any Host for a particular Host Group is in the DOWN state the count will be highlighted in red.
- This report displays state information for each Service and Host related to the specified Host Group or for all Host Groups if no Host Group is selected.
- Host Group Status Report Parameters
 - Host Group Name: The Host Group name parameter allows you to generate the Host Group status report for a particular Host Group. All Host Groups registered with the GW system are listed in the drop-down box. You can select a specific Host Group or leave it blank to generate the report for all Host Groups in the system.



Host Group Service status and Host Group Host status counts are a sum of each distinct Service and status related to the Host Group. This means that if a Service and/or Host belongs to multiple Host Groups its status is not included twice in the counts presented in the pie charts. The data for this report comes from the Foundation Web Services.

2.0 Generating Reports

The steps below will guide you through the process of generating GroundWork Reports.

1. Select **Reports > BIRT Report Viewer**.
2. Select a report type you wish to generate.
3. A report parameter screen will be displayed (if required). Select the appropriate parameters and select *OK*. A processing message will display on the screen while the report is being generated. Report navigation is available at the top right of the window and enables you to quickly jump to the top of the report, previous page, next page, bottom of report, or to a specified page number. Useful report options displayed at the top of the report are described in the table below.

Table: Report Options

Run Report	This command lets you view and reset the parameters of the report which will automatically run again after you make changes and select OK.
Export Data	This command lets you export the data to a Comma Separated Value (CSV) File Format. CSV format is often used to exchange data between disparate applications.
PDF	Print report as a PDF file. The report footer indicates the date and time the report was generated. One in the PDF viewer you can email reports.