

# Event 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 **Event Reports** including Event History, and Event History Overview.

## CONTENTS

## RELATED RESOURCES

- [GroundWork Reports](#)

## WAS THIS PAGE HELPFUL?

- [Leave Feedback](#)

## 1.0 About Event Reports

### 1.1 Event History

The Event History report graphically displays a comprehensive list of events captured in the GroundWork Monitor platform. The events listed in the report will be organized by the date and time that they occurred in the external system. Along with this event list, three pie charts will present totals for event Monitor Status, Operation Status and event Severity. Below the pie charts is a detailed Event List.

- **Event History** - The first section of the report shows the report parameters that were entered. If no application type, host group and/or host was selected then the text displayed for these values is ALL, respectively. The three pie charts show event counts for the information they display. For instance, the *Monitor Status* pie chart shows a breakdown of event counts for each event monitor status for the events that match the report parameter criteria. The same behavior is true for the *Operation Status* and *Severity* pie charts.
- The **Event List** contains a list of events that match the report parameter criteria. This list is presented in descending order by event last occurrence date. In order to de-clutter the report each page of the report list events only for a single day. The events for each day are listed in ascending order by time. The status column in the event list is highlighted in red if the monitor status for the event is CRITICAL. Also, the latency column is highlighted in red if the latency of last occurrence date and date reported is greater than or equal to 60 minutes (3600 secs). The following is a description of each column in the list:
  - Last Detected - The date the event occurred in the external system.
  - Time - The time the event occurred in the external system.
  - First Detected - The date/time of the first occurrence of the event in the external system.
  - Received by GW - The date/time of the last occurrence of the event was recorded in the GW system.
  - Report Latency - The difference in seconds of the last occurrence date/time and the date/time the event was recorded in the GW system.
  - Msg Count - The number of time the event has been recorded in the GW system.
  - Device - The device for which the event occurred.
  - Status - Monitor status related to the event.
  - Severity - The severity level of the event.
  - Application Type - The application of which generated the event.
  - Message - The text message describing the event.
- **Event History Report Parameters**
  - **Event Date Range Parameter Group** - The event date range parameters define the date range of events to include in the report. All events which have a last occurrence date within the date range specified will be presented in the report. All dates entered must be in the form MM/DD/YYYY.



If the From date value is set to null then all events up to and including the To date will be included in the report. This behavior is also consistent with the To date. If the To date is set to null then all events from and including the From date will be included in the report. In order to get all events in the system, you can set both the From date and To date to null. This is not recommended because of the number of events that are stored in the system.



Only use dates/date times which are in the past and not future dates/date times. The end date must be less than or equal to the present moment.?

- **Filter Events Parameter Group** - The Filter Events is a cascading parameter group. This means you must select values in order starting from the top (application type). Note: All parameters in this group are optional therefore can be left blank. The first parameter is Application Type. All events are related to a specific application which generated the event message. You have the ability to filter the events for a particular application type. Again, you can leave this blank if you want all events irregardless of application type to be presented in the report. The second parameter is Host Group. Once you have selected an application type then a list of host groups will be available based on the application type that was selected. You can select a particular host group to filter the events presented in the report.
- The third parameter is **Host**. Once a host group is selected then all available hosts for the selected host group is presented in the drop-down list. You can further filter the events by a particular host.

Figure: Event History



## 1.2 Event History Overview

The Event History Overview report displays an overview of all events captured in the GroundWork Monitor platform.

- **Event History Overview** - Three pie charts represent count totals for Monitor Status, event Operation Status and event Severity. The data for this report is coming from the Foundation Web Services.

Figure: Event History Overview Report



## 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.