Oracle® Communications
Performance Intelligence Center

Dashboard Application Guide

Release 10.2.1

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Oracle® Communications Performance Intelligence Center Dashboard Application Guide, Release 10.2.1

CAUTION: Use only the guide downloaded from Oracle Help Center.

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Chapter 1: About this Manual

Overview

Dashboard is a specific-purpose application that is part of Oracle® Communications Performance Intelligence Center system. The Dashboard application enables operators to view performance and quality indicators in real-time or using historical data, with a dynamic display of curves and graphs.

Performance or quality indicators, calculated with xDRs, are provided by the probes and/or defined with the KPI application. The data is stored into statistical sessions within remote applications such as Mediation or Data Storage server and managed using Management Application. The following indicators can be displayed in Dashboard:

- SS7 network performance indicators according to ITU Q.752
- Customer traffic indicators based on ISUP and links analysis in real-time
- Real-time indicators based on Traffic or IP service Quality monitoring
- Load indicators on IN-transactions (per link and reprocessed for all links per SCP)
- INAP, MAP, CAP transaction efficiency, duration, operation, and global title
- Volume, efficiency, split of cause values for GPRS Session Management, Mobility Management, SMS management

Using Dashboard enables you to see failures and overloads instantly. In addition, trends can be easily estimated according to the shape of the curve.

Scope and Audience

This user's manual provides information about the Dashboard application. It is designed to be both a beginners' guide to working with performance indicators as well as an intermediate and advanced user's reference to general concepts. This guide is designed around performing common tasks such as:

- Understanding Dashboard and panel layouts to create statistical sessions
- Working with dashboards and panels
- Creating line charts, pie charts and bar graphs
- Modifying privacy settings to share your information with other users

Take a few minutes to browse through these tasks and become acquainted with the layout of this guide to become familiar with the headings and subheadings that allow you to find the information you need.

General Information

You can find general information about Performance Intelligence Center, such as product overview, list of other guides, workstation requirements, login and logout procedures, user preference settings, in the Quick Start Guide. This document is available from the Portal menu or can be downloaded from Oracle Help Center (OHC).

Chapter 2: Understanding Dashboard

Overview

Dashboard is a specific-purpose application that is part of Performance Intelligence Center system.
Dashboard makes it possible for you to view performance indicators in real-time and from historical data with a display of curves and graphs. These indicators, calculated with message-based counters are provided by the probes and/or defined by the KPI application.

Data is stored in statistical sessions organized as matrix of column and line filter results. This matrix defines cells named KPI (Key Performance Indicators).

Dashboard is based on a dashboard concept, that is, a single-page display of multiple KPI's in associated charts and tables (set up in Panels), determined according to predefined layouts. Dashboard offers two main dashboard functions:

- Dashboard Editing - Allows you to configure a dashboard to display as an independent page and automatically refresh it in real-time.

Note: Accessible to users in the group nspPowerUser.

- Dashboard Display - Allows you to use global settings to display a dashboard, to specific properties of the KPI's used.

Note: Accessible to users in the group nspUser.

Accessing and logging into Management Application

To access and log into Management Application, follow these steps:

- Open your Web browser.
- In the Address bar, type the following **Uniform Resource Locator (URL)** for Management Application: http://*management_server_IP*/nsp**,** where the management_server_IP is the IP address of Management server.

Note: Management Application only supports versions of IE 11.0 or later and Firefox 3.6 or later. Before using Management Application, turn off the browser pop up blocker for the Management Application site.

- The Management Application login screen opens.

Note: Before you can start Management Application, you must first have a user id and password assigned to you by your Management Application system administrator.

- Type your username assigned to you in the Username field.
- Type your password in the Password field.
- Click OK. The Management Application portal opens.
- Click on the Dashboard icon under the **Application** label to open the application.

Dashboard Viewer's Functionality

Dashboard Viewer has major functions, they are:
Editing - enables you to perform the following:

- Display - enables you to perform the following:
  - Leave a dashboard in a current
  - Print or save a dashboard page
  - Zoom in or out to change the Reference Duration of the current view
  - View historical data for a given date and time

- View the dashboard in real-time

Opening Dashboard

Dashboard is part of the Management Application Toolkit and is opened from the Management Application Platform.

Note: To log into Dashboard, you must first have a Management Application user id and password. For more information contact your network administrator.

Once you have logged into Management Application, the Management Application Portal opens shown in figure below.
There are two entry points into the Dashboard application, the Dashboard icon under the Application label and the Dashboard icon under the Configuration label.

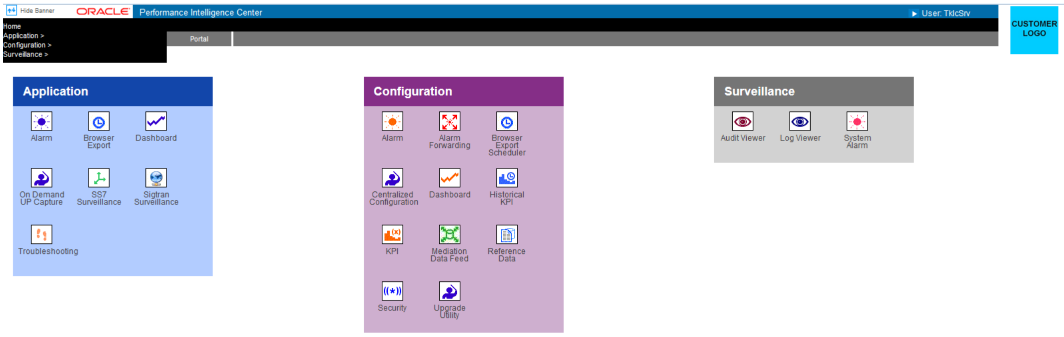

Figure 1: Management Application Portal with Dashboard Icon in Application

The Dashboard application only allows the user to display pre-defined dashboards and use the dashboard toolbar. The Dashboard Configuration application allows you to create and configure dashboards.

To view a dashboard, click the Dashboard icon under the Application heading. To configure or create a dashboard clicks the Dashboard Configuration icon under the Configuration heading.

The Dashboard Viewer GUI

Dashboard has the same look and similar functionality as all applications in the Management Application *Toolkit.*

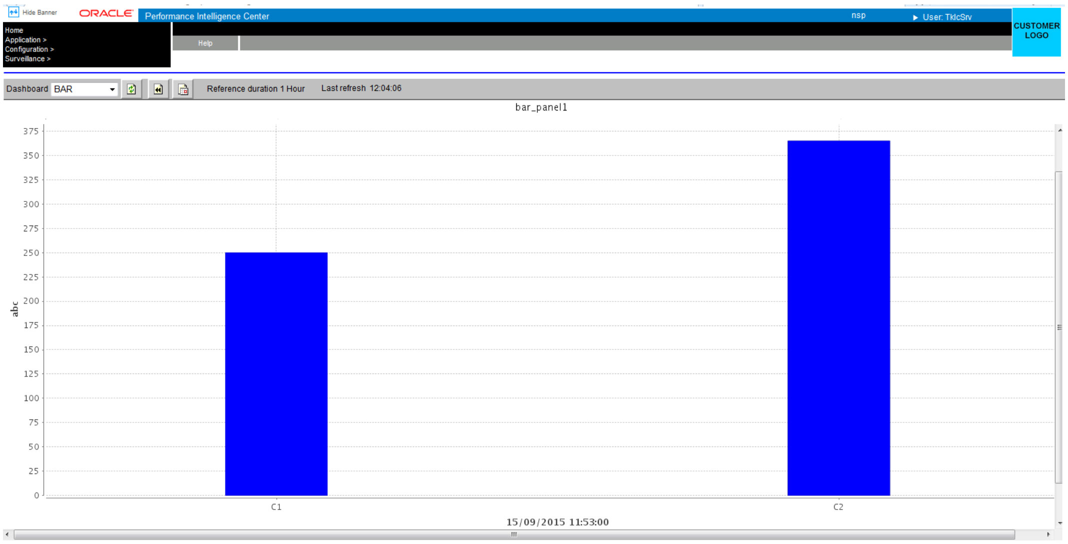

Figure 2: Dashboard Viewer Main Page

Note: Do not use the Function Keys (F1 through F12) when using the Management Application. Function keys work in unexpected ways. For example, the F1 key will not open Management Application help but will open help for the browser in use. The F5 key will not refresh a specific screen, but will refresh the entire session and will result in a loss of any entered information.

Page Layout

The page is divided into the following:
Links to applications, configuration applications and surveillance - located in the top left-hand corner. Menu bar - contains one menu:

- Help - has two options
  - User Manual – user manual for Dashboard
  - About - that provides basic information about the current Dashboard release.
- Toolbar - that provides navigation and function buttons.

Note: For other GUI features refer to the Centralized Configuration Guide.

Dashboard Layout

As mentioned in the section above, Dashboards are presented in table format. The table has one column.

Dashboard Columns

- Dashboard – Dropdown which shows various dashboards created by dashboard configuration. By selecting particular dashboard from dashboard drop down, dashboard panel with chart gets opened up accordingly.
- Refresh button : Refresh the page

Dashboard Display

Note: You can only view dashboards that you are authorized to view. For more information see the chapters on Privacy in the Centralized Configuration Guide.

To display a chart, Select dashboard from the Dashboard combo box. The Dashboard panel with charts gets opened below in same page.
An example of a dashboard with a 2, 1 configuration is shown below.

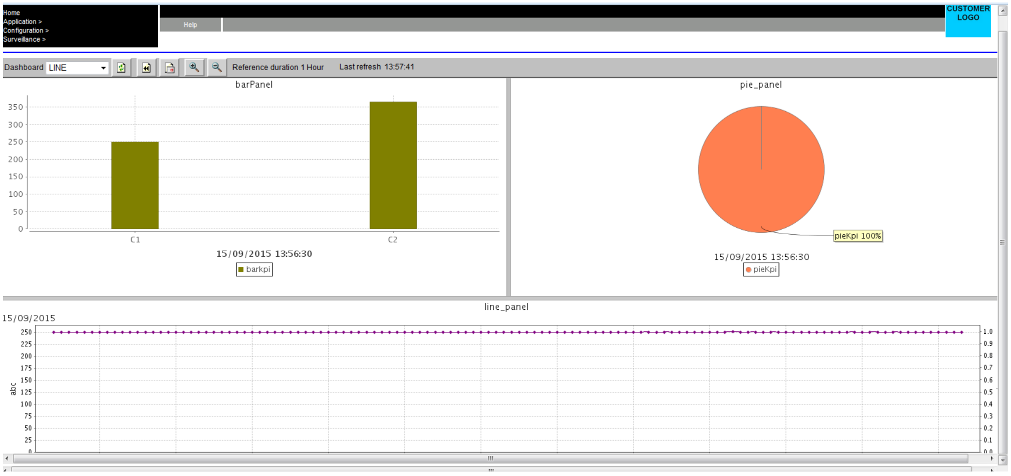

Figure 3: Dashboard Screen with 2, 1 Configuration

Note: Real-time dashboards are automatically refreshed according to default settings.
Note: Resulting graph displays an exact value as tooltips when cursor is on a point of a curve.

Chapter 3: Using Dashboard

Overview

This section describes the procedures used in Dashboard. These descriptions include:

- Viewing dashboards in historical and real-time display
- Using the zoom function
- Using the previous and next view

Using the Dashboard Toolbar

You can use the dashboard toolbar to zoom in and out (to change the reference duration), choose the display date, view previous and next time periods in historical data, and chose the real-time or historical view.

Choosing a Date

You can choose a date to display information from a historical record by doing the following:

- Select the history button. The date input screen appears.
- Enter the date and time or select it from the calendar tool.
- Click OK. The information in the chart is updated to display historical data for the new date.

Note: If the display period of a graph includes the time when there is a switch between Daylight Savings Time and Standard Time the data after the change may be offset by one hour.

Viewing in Real-time

If you are currently viewing historical data, you can switch to the real-time display by doing the following:

- Select the real-time button.
- The information in the chart is updated with the real-time data.

Note: When a dashboard is first opened it's default viewing mode is real-time.
Note: If the display period of a graph includes the time when there is a switch between Daylight Savings Time and Standard Time the data after the change may be offset by one hour.

Using the Zoom function

When viewing data as a line chart, you can you can zoom in or out to change the time duration for the current view. You can zoom in to 1% of the current configured duration and out to 400% of the current configured duration. To use the zoom function does the following:

- Select the zoom in button to see shorter time duration, or the zoom out button to see a larger duration. Each successive click of the zoom in or out button will result in the view being updated one increment shorter or larger.
- The information in the chart is updated with the new time duration and the new reference duration is displayed in the toolbar.
- To reset the zoom factor to the configured duration select the reset zoom button.

Note: The zoom function is only available with the line chart view.

Using the Previous and Next view

When viewing a dashboard, you can modify the view to show previous data or next data (in historical view). To use the previous and next function do the following:

- Select the previous button or next button to see the previous or next data.

Note: If you are currently in real-time mode selecting previous will change the view to historical mode and automatic refresh will not happen.

- For line chart views, the view will shift by 3/4 of the current time duration to display the previous or next data in the view. For Data Tables, Pie Charts and Bar charts, the view will shift to the previous or next period.
- To get back to the real-time view select the real-time button

Note: If the new calculated date is greater than current time, the dashboard switch back to real-time mode, refreshing data automatically every period.

Appendix A: My Oracle Support

MOS (https://support.oracle.com) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at http://www.oracle.com/us/support/contact/index.html. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request
2. Select 3 for Hardware, Networking and Solaris Operating System Support
3. Select 2 for Non-technical issue

You will be connected to a live agent who can assist you with MOS registration and provide Support Identifiers. Simply mention you are a Tekelec Customer new to MOS.

MOS is available 24 hours a day, 7 days a week.