

Premier Services Program (PSP) Tools: How to Create Custom Reports

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Contents

Chapter 1: PSP Reports	5
Chapter 2: Creating Custom Reports	7
Using Templates to Create Custom Reports.....	7
Configuring Display Options	10
Group Criteria Display Option	11
View Range Display Option.....	11
Graph Interval Display Option	11
Aggregate Type Display Option	12
Time Zone Display Option	12
Using Selection Trees.....	12
The Select Metrics Tree	12
The Select Devices Tree.....	12
Report Options.....	13
Creating Custom Reports by Modifying Pre-Configured Reports	14



1 PSP Reports

Reports generated by the PSP tools provide the insight you need to more proactively manage your network. All reports - whether standard or custom - may be viewed on the dashboard, exported to Microsoft Excel and/or e-mailed to your desktop (as either an HTML file or a link) at any time.

Reports are graphical and numerical summaries of data gathered from network devices, interfaces, or VPN connections. The scope of reports can range from a single device to entire subnets, and span from a snapshot to a month-long time series.

Predicting failure points, identifying bottlenecks, and assessing capacity needs are some examples of the many powerful uses of your PSP reports.

Custom reports can be created by using report templates, or by modifying pre-configured reports. There are two classes of pre-configured reports:

- **Public Reports** – Pre-configured reports created by Extreme Networks and partners
- **Standard Reports** – Pre-configured reports created by Extreme Networks

Public Reports and Standard Reports offer a wide range of possibilities on which to base custom reports. When a custom report is saved, it is stored in **My Reports**.

2 Creating Custom Reports

Custom reports can be created by using templates or by modifying pre-configured or saved reports.

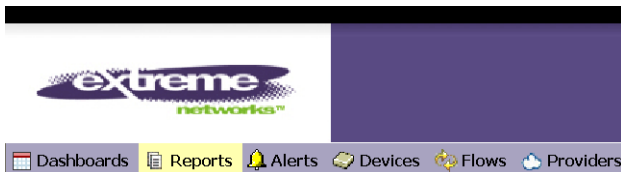
Using Templates to Create Custom Reports

Custom reports can be created using templates as baselines. Report templates from which to create custom reports include:

Template Name	Description
Metric Summary	Performance of multiple devices as measured by a single metric over time.
Device/Interface Summary	Performance of a single device as measured by multiple metrics over time. Provides status information and performance data for a selected device, including its interfaces, tunnels and Virtual IP Addresses (VIPs). Users can toggle reporting of performance data for the device and its interfaces, Virtual Private Network (VPN) tunnels or VIPs.
Status Summary	Utilization of multiple devices through the current hour as measured by the following metrics: Availability , CPU Utilization , Memory Utilization , and Traffic Utilization . The utilization is reported using a traffic light representation: Green light — up (available) Red light — down (unavailable) Yellow light — alerts are occurring By default, detail is only displayed for problem areas (red and yellow).
Alert Log	Summary of errors and recoveries by Group Criteria (see “Group Criteria Display Option” on page 11), enabling users to quickly scan and respond to potential network problems.
eKPI Summary	Summary of equipment key performance indicators (eKPIs).
cKPI Summary	Summary of circuit key performance indicators (cKPI).
Top Applications	Summary of flow traffic of top applications (as ranked by amount of traffic) across multiple devices and flow interfaces. Users can click individual applications within the report to display a Single-Application Summary report for that application.
Single-Application Summary	Detailed usage information about a single application. Summarizes an application's traffic by Group Criteria (see “Group Criteria Display Option” on page 11) across multiple devices and flow interfaces.
Top Talkers	Top subnets by network traffic. Summarizes the subnet groups generating the most flow traffic. By default, the top 10 subnet groups are listed, but up to 100 may be listed by using the Subnets to Show selector and clicking Refresh . To display more detail for each subnet group, select the Application Details check box and then click Refresh .

To create a report from a template:

- 1 Click **Reports** on the navigation bar at the top.



- 2 Click **Create New Report** in the upper right corner of the **Report** page. The New Report page will appear:

The screenshot shows the 'New Report' configuration page. The page title is 'New Report'. On the left, there is a 'Select Metrics' tree with 'Device' and 'Interface' folders. The main area contains a table of report templates, a 'Display Options' section with several dropdown menus, and two buttons at the bottom: 'Generate Report' and 'Cancel'.

Template	Description
<input checked="" type="radio"/> Metric Summary	Performance across multiple devices for a single metric type
<input type="radio"/> Device/Interface Summary	Multiple metrics on a single device/interface
<input type="radio"/> Status Summary	Current availability, CPU, memory, and traffic utilization metrics across multiple devices
<input type="radio"/> Alert Log	Listing of alert faults and recoveries
<input type="radio"/> eKPI Summary	Equipment Key Performance Indicators (eKPI)
<input type="radio"/> cKPI Summary	Circuit Key Performance Indicators (cKPI)
<input type="radio"/> Top Applications	Cross-section of the top applications utilized by a selected group criteria
<input type="radio"/> Single-Application Summary	Detailed usage information about a single application
<input type="radio"/> Top Talkers	Top subnets by traffic usage

Showing 1 to 9 of 9

Display Options	
Group Criteria:	Device
View Range:	Current Day
Graph Interval:	Hour
Aggregate Type:	Average
Time Zone:	Device (Local)

Buttons: **Generate Report** | **Cancel**

- 3 Select the template that you wish to base your report on in the template list (for example, **Metric Summary**).
- 4 Select a metric from the **Select Metrics** tree on the left (for example, **Active Processes**).

user@extremenetworks.com | What's New | Preferences | Help | Sign Out

extreme networks

Dashboards Reports Alerts Devices Flows Providers Users Account

New Report

Select Metrics

- Device
 - A - D
 - Active Processes
 - Active Users
 - Automatic Updat...
 - Availability
 - CPU Utilization
 - CPU Utilization...
 - CPU Utilization...
 - CPU Utilization...
 - CPU Utilization...
 - CPU Utilization...
 - Device Interrupts
 - Disk Page Reads
 - Disk Page Writes
 - Disk Space Total
 - Disk Space Used
 - Disk Space Util...
 - Disk Util: /
 - Disk Util: /boot
 - Disk Util: /home
 - Disk Util: /opt
 - Disk Util: /root
 - Disk Util: /usr
 - Disk Util: /var
 - Disk Util: C:\
 - E - S
 - T - Z
- Interface

Select Devices

- Application
- Device
- Location
- Connection

Template	Description
<input checked="" type="radio"/> Metric Summary	Performance across multiple devices for a single metric type
<input type="radio"/> Device/Interface Summary	Multiple metrics on a single device/interface
<input type="radio"/> Status Summary	Current availability, CPU, memory, and traffic utilization metrics across multiple devices
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<input type="radio"/> Single-Application Summary	Detailed usage information about a single application
<input type="radio"/> Top Talkers	Top subnets by traffic usage

Showing 1 to 9 of 9

Display Options

Group Criteria:

View Range:

Graph Interval:

Aggregate Type:

Time Zone:

NOTE

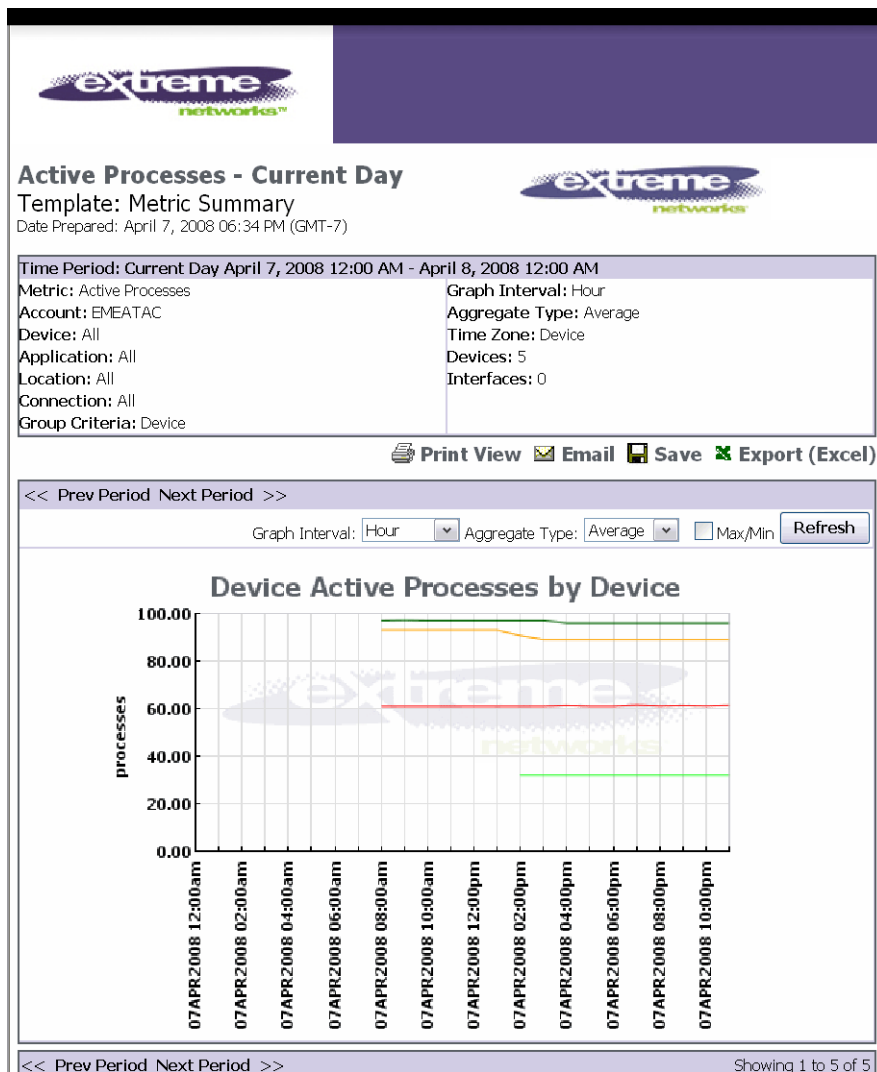
Because the metric selected is a device metric, a Select Devices tree appears to the left to allow device selection. You could at this point limit the device scope using the Select Devices tree. For more information, see [“The Select Devices Tree” on page 12](#).

- 5 Configure the **Display Options** as desired (see [“Configuring Display Options” on page 10](#) for more information).
- 6 Click **Generate Report** at the bottom. A report will be generated according to your settings.
- 7 On the report, click **Save** on the right under the summary information to save the report to **My Reports**. Complete the saving process.

 **Print View**  **Email**  **Save**  **Export (Excel)**

When you save a report, you can set [“Report Options” on page 13](#).

The following report was generated using the **Metric Summary** template, the **Application Processes** metric, and default display options.



Configuring Display Options

Each report has a set of display options. The display options available vary depending on the report template. The following table shows the display options available for each template:

Template Name	Display Options
Metric Summary	Group Criteria, View Range, Graph Interval, Aggregate Type, Time Zone
Device/Interface Summary	Group Criteria, View Range, Graph Interval, Aggregate Type, Time Zone
Status Summary	Group Criteria
Alert Log	Group Criteria, View Range
eKPI Summary	Group Criteria, View Range

Template Name	Display Options
cKPI Summary	Group Criteria, View Range
Top Applications	Group Criteria, View Range, Graph Interval, Time Zone
Single-Application Summary	Group Criteria, View Range, Graph Interval, Time Zone
Top Talkers	Group Criteria, View Range, Graph Interval, Time Zone

Group Criteria Display Option

The **Group Criteria** display option enables you to specify groupings for the report based on pre-defined groups. For example, selecting **Model** as the **Group Criteria** will aggregate all data (in a method defined by the **Aggregate Type**) for the same device model into a single report.

The Group Criteria options are:

- Device
- Application
- Device Type
- Make
- Model
- Business Unit
- Region
- Continent
- Country
- State/Province
- City
- Location Name 1
- Location Name 2
- Provider
- Connection Type



NOTE

The Group Criteria options change depending on the level of the user; super users have additional criteria available.

View Range Display Option

The **View Range** display option defines the time range for the report. A variety of pre-defined time ranges are offered (covering current and previous time ranges), as well as the ability to define a custom range in units of days.

To define a custom view range:

- 1 In the **View Range** list, select **Custom**.
- 2 In the **From** box, enter the start date for the range.
- 3 In the **To** box, enter the end date for the range.

Graph Interval Display Option

The **Graph Interval** display option indicates the intervals over which the view range is displayed. Different templates support different intervals. For example, intervals of 1 hour or 5 minutes are available for the **Metric Summary** template.

Aggregate Type Display Option

Data across devices, metrics, or other data sets is aggregated according to the **Group Criteria**. The **Aggregate Type** display option selects how that data is aggregated. The most common aggregation method used is **Average** (arithmetic mean).

Time Zone Display Option

The **Time Zone** display option enables you to specify what time zone the report will use.

Using Selection Trees

When creating or editing a report, selection trees will be presented that allow you to select devices, metrics, or both. Depending on the report template, you can either select single or multiple metrics or devices. When you can only select a single metric or device, option buttons are used, and when you can select multiple, check boxes are used.

The Select Metrics Tree

The **Select Metrics** tree enables flexible metric selection and is divided into three categories:

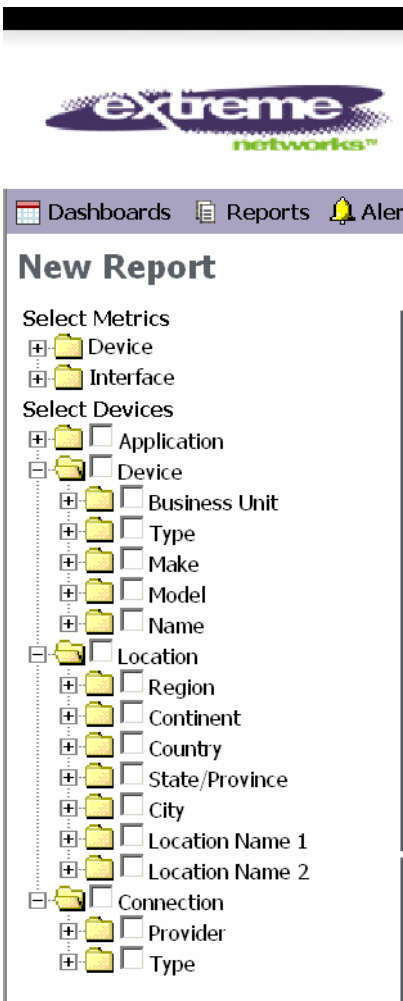
- Device
- Interface
- VPN (Virtual Private Network)

The Select Devices Tree

The **Select Devices** tree enables flexible device selection according to a broad range of attributes organized into four categories:

- Application
- Device
- Location
- Connection

The latter three categories are divided further as shown in the following figure:



Report Options

Report Options can be set when saving a report for the first time, using **Save As**, or by editing a report.

The following table summarizes the **Report Options**:

Report Settings	Description
Name	The name of the report.
Template	The template from which the report was initially created. This setting cannot be changed.
Sharing	Determines whether or not the report is shared in Public Reports .
Description	A description of the report. The description is displayed when the report is listed in My Reports or Public Reports .

Creating Custom Reports by Modifying Pre-Configured Reports

A simple way to create custom reports is to copy and modify a pre-configured report that is similar to the custom report you want to create. PSP offers two categories of pre-configured reports: **Public Reports** and **Standard Reports**.



NOTE

You can also start with a report from My Reports.

To access **Public Reports** or **Standard Reports**:

- 1 Click **Reports** on the navigation bar at the top.



- 2 On the **Reports** page, click the **Public Reports** or **Standard Reports** tab as appropriate.

Reports



To create a custom report from a pre-configured report, you must first copy the pre-configured report to **My Reports**.

To copy a pre-configured report to My Reports:

- Click **Copy to My Reports** to the right of the report name. For example:



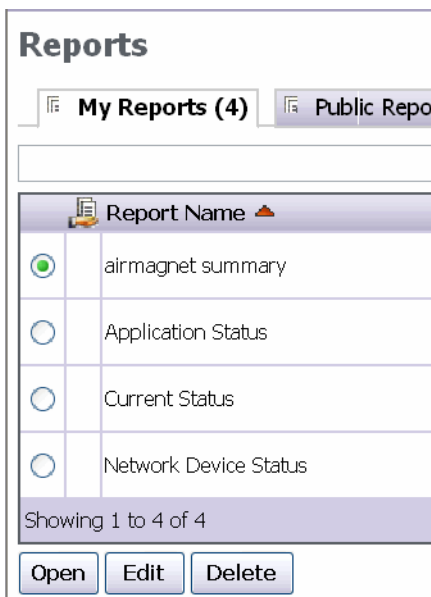
Once a report is copied to **My Reports**, you can edit it in order to create a custom report.

To edit a report in My Reports:

- 1 Click **Reports** on the navigation bar at the top.



- 2 Click the **My Reports** tab just below the top navigation bar.
- 3 Select the report that you want to edit using the option buttons to the left of the report listings, and then click **Edit** at the bottom. For example, in the following figure the **airmagnet** report is selected for editing:



When you begin editing a report, you are presented with four categories of settings:

- 1 **Selection Trees** (see [“Using Selection Trees”](#) on page 12.)
- 2 **Report Options**
- 3 **Display Options** (see [“Configuring Display Options”](#) on page 10.)
- 4 **Distribution Options**

Edit Report

Select Devices 1

- Application
- Device
- Location
- Connection

2 Report Options

Name:

Template: Device/Interface Summary

Sharing: Yes No

Description:

3 Display Options

Group Criteria:

View Range:

Graph Interval:

Aggregate Type:

Time Zone:

4 Distribution Options

Email Report Regularly: Yes No

Recipients:
(comma-separated)

Mail Format: HTML Send a Link

Frequency:

Customizing the report consists of modifying settings within these categories. For information on modifying Display Options, see [“Configuring Display Options” on page 10](#). For information on using Selection Trees, see [“Using Selection Trees” on page 12](#). For more information on Report Options, see [“Report Options” on page 13](#).

After customizing the settings to create your new report, the final step is to save the report to **My Reports**.

To save the report to **My Reports**:

- 1 Click **Save** or **Save As** at the bottom as appropriate.
- 2 If you click **Save**, the report will be saved in **My Reports** with the same file name as it had before editing. If you click **Save As**, you can change the file name and other [“Report Options” on page 13](#).