

Using Workspaces

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Using Workspaces

The workspace is the working area of the Tivoli Enterprise Portal window, divided into panes to show different types of views. You can start monitoring activity and system status immediately with the predefined workspaces.

You can tailor your own workspaces to give you summary overviews or to look at specific conditions.

Workspace Characteristics

Every Navigator item has at least one predefined workspace that you can open. Every workspace characteristics such as editable properties and views.

Views

A view is a windowpane, or frame, in the workspace containing a chart or table showing data from one or more monitoring agents. Other types of views such as the topology view and graphic view can give a broader overview of the network. Specialized view such as the browser view and terminal view are also available. You can increase the number of views in a workspace by splitting a view into two separate views.

The data for a table, chart, or relational table-based topology view is chosen by the query it uses. Collectively, they are called query-based views. The query specifies the attributes to include in the view. Although each view uses one query, you can add more views to the workspace, and each can use a different query. The queries can be for different monitoring agents, including those for the Tivoli Enterprise Monitoring Server for showing information that is common to your monitored environment (such as all the managed systems and all the situation events). You can also include queries of JDBC or ODBC data sources by writing custom SQL queries.

Properties

Every workspace has a set of properties associated with it: general properties that apply to the entire workspace, and properties for each view in the workspace. Use the Properties editor to customize the workspace characteristics and to change the style and content of each view.

You can also keep the original workspace intact and create another workspace for the same item in the Navigator, customizing it for the types of views you want and the information reported in charts and tables.

Changes you make to a workspace are available only to your user ID. System administrators can work in Administration mode to create and edit workspaces that will be available to all users on the managed network.

Links

The link feature enables you to define a link from one workspace to another. Then you can quickly jump to a related or more detailed workspace to investigate system conditions.

The simplest type of a link originates from the Navigator item: When you right-click that Navigator item, the pop-up menu shows the defined links for the item. Select one to open the linked workspace.

A more specific link originates from a table or from a chart data point to another workspace. Information from one of the attributes in the selected row, bar, pie segment, or plot point is used to determine the content of the target workspace.

You can also define more complex links and use the predefined links that come with your IBM Tivoli Monitoring product.


Navigator level

The monitoring agents available for reporting in a workspace are those assigned to that branch of the Navigator. If you are not sure which monitoring agents are included, do one of the following:

- Expand the branch of the Navigator
- Right-click the Navigator item and select Properties to see which managed systems are assigned.

- Open one of the workspaces at the enterprise, platform, or system level of the Navigator Physical view

This same principle applies to attribute groups. The lowest level of the Navigator Physical view, for example, is the attribute level. The views you can show for the workspaces at that level can draw only from the attribute groups

represented by that level. If you were to build a workspace for the  **Disk Navigator** item, for example, you could create a chart with data from the **Logical Disk** attributes and another with data from the **Physical Disk** attributes.

Organization of predefined workspaces




The Enterprise Navigator item has workspaces that query the Tivoli Enterprise Monitoring Server. Use these predefined workspaces to get status information about the monitoring server and monitoring agents and about situations and policies.



Use the **Workspace Gallery** to see what is available for the Navigator item. These are the Enterprise Navigator item workspaces and the workspaces they link to:






Enterprise Status

The default workspace is Enterprise Status, which gives an overview of the situation event status throughout your enterprise.

-  Event Details - Similar by Situation Name
-  Event Details - Similar by Source
-  Event Details - Similar by Resource

Manage Tivoli Enterprise Monitoring Servers

The Manage Tivoli Enterprise Monitoring Servers workspaces provide a visual health check of the monitoring servers in your enterprise and the application support that has been applied.

-  Installed Catalogs - Enterprise View
-  Installed Catalogs - Remote Server
-  Protocols
-  Situation Status
-  System Information

Managed System Status

The Managed System Status is a list of monitoring agents in your managed network and their ONLINE or OFFLINE status. The linked workspaces are only available for online managed systems.

-  Audit Log
-  Agent Operations Log
-  History Exports

EIB Change Log

This workspace displays entries in the Enterprise Information Base (EIB) log. The EIB is a database used by the Tivoli Enterprise Monitoring Server to store situation, policy, user definitions, and configuration information.

Self-Monitoring Topology



The Self-Monitoring Topology workspace provides a high level overview of your managed infrastructure and its health.

Deploy Depot Package List

The Deploy Depot Package List workspace shows the installation packages that are available in the agent depot.

Deployment Status Summary

The Deployment Status Summary workspace shows summary status information about remote agent deployments.


-  Deployment Status by Deploy Group
-  Deployment Status by Product

Deployment Status Summary by Transaction

The Deployment Status Summary by Transaction workspace shows summary status information about remote agent deployments, sorted by transaction.

Related reference:

“Enterprise Status workspace” on **xref**

At the highest level of the Navigator Physical view is the  Enterprise item. The default workspace for the Enterprise is called Enterprise Status.

“Manage Tivoli Enterprise Monitoring Servers workspaces” on **xref**

Use the Manage Tivoli Enterprise Monitoring Servers workspaces and situations to gather information for diagnosing and correcting typical monitoring server configuration issues.

“Managed System Status workspace” on **xref**

The Managed System Status workspace is one of the predefined workspaces for the Enterprise Navigator item, and offers a high level overview of your managed network. The workspace has a single view: Managed System Status table view.

“EIB Change Log workspace” on **xref**

The Enterprise Information Base (EIB) is a database used by the Tivoli Enterprise Monitoring Server to store situation, policy, user definitions and configuration information. The EIB Change Log view is a log with details of changes made to information in the database.

“Self-Monitoring Topology workspace” on **xref**

The Self-Monitoring Topology workspace provides a high level overview of your managed infrastructure and its health and introduces you to the Tivoli Enterprise Portal self-monitoring capabilities.

“Agent deployment workspaces” on **xref**

Use the agent deployment workspaces to see your package list, the results of a deployment prerequisite check, and the progress of the agent deployment process.

Opening a workspace

Use the Navigator to open the default workspace for the selected item, then the Workspace Gallery to see and select from a thumbnail display of available workspaces.

As well as a convenient way to open workspaces, you can also move the workspaces around the gallery to change their order. The changes you make are saved with the workspace definition for the Navigator item. If you are in workspace administration mode when you reorder the thumbnail graphics, the reorganization will be reflected in the workspace gallery of all Tivoli Enterprise Portal clients connected to this Tivoli Enterprise Portal Server.

Opening a new window

Have multiple workspaces open on your desktop at the same time by opening multiple Tivoli Enterprise Portal windows.

You can add more dashboard views to your desktop by opening more Tivoli Enterprise Portal windows. Any changes you make these window are saved with the application.

Opening a New Window


Have multiple workspaces open on your desktop at the same time by opening multiple Tivoli Enterprise Portal windows.

1.



To open a new window in the desktop client, click  **New Window**.

2. To open a new window in the browser client running in Internet Explorer, press **Ctrl + N**.

3.

To open another workspace in a new window and keep the original intact in this window, click  **Workspace gallery** and **Ctrl + Shift + click** the workspace.

The new window is opened as a duplicate of the original; any changes you make to the new window are independent of the original.

Any previously visited workspaces are retained from the parent window; use  and  to revisit them. Further navigation to other workspaces in either window, however, is independent of the other window.

You can close duplicate windows (click **File > Close**) or the original; the work session remains active as long as one window is open.

Tabbed Workspaces

Use the tabbed pages capability of your browser to open workspaces, linked workspaces, and Navigator views in new tabs.


Browser client and browser settings

When your browser supports tabbed web pages, the Tivoli Enterprise Portal browser client uses the browser's tab settings to determine how to open a workspace: When tabs are enabled, the workspace is opened in a new tab. You can set the properties of a workspace or the target of a workspace link to always open in a new tab, or you can open a workspace in a new tab by holding down the **Ctrl + Shift** keys while selecting the workspace with a mouse click. Then use the **Ctrl + Tab** keys to switch focus to the next tabbed workspace.


The desktop client and Java Web Start client use these same features to open a workspace, but it is always opened in a new window.


Workspace properties

Every Tivoli Enterprise Portal workspace has properties that control the access and method of display when it is

opened. The workspace will open in a new tab on browsers that are set to use tabbed pages when  **Always open workspace in new window** is enabled.

Link target


The link wizard Target Workspace page has an option to  **Always open target workspace in new window**.

It shows in the link wizard Parameters page as  *openTargetInNewWindow*. When enabled, this option opens the targeted workspace in a new tab if you are logged on from a tab-enabled browser.

Navigator item find



Find in the Navigator toolbar enables you to locate any Navigator item using simple or advanced search

criteria. The Find window has an option to  **Open workspace in new window** that will open the default workspace for the found Navigator item in a new tab if you are logged on from a tab-enabled browser.

On demand

You can open a workspace in a new tab from any context:

Procedure



Open a workspace

1. **Ctrl + Shift + click** a Navigator item to open its default workspace.

a)



Click **Workspace gallery** and **Ctrl + Shift + click** the workspace.

- b) **Right-click** the active Navigator item, point to **Workspace**, and **Ctrl + Shift + click** the workspace that you want to open.

- c) **View > Workspace > Ctrl + Shift + click** the workspace that you want to open.

2.

**Link to a workspace**

- a) **Ctrl + Shift + click** the link anchor. If there are multiple choices, click the one you want.
- b) **Right-click** the source of a defined link (Navigator item, table view row, pie chart slice, bar chart bar, plot chart point, area chart point), **point** to Link to, and **Ctrl + Shift + click** the link name.

3.

**Open a found Navigator item at its default workspace**

a)

In the Navigator view toolbar, click

**Find**, enter the find criteria and click **Find**.

- b) From the list of Navigator items that is displayed in the **Find results** area, point to a row and **Ctrl + Shift + click** to open the default workspace for that Navigator item in a new tab.

4.

**Open a Navigator view at its default workspace**

a)

In the Navigator view toolbar, click the View

list box and **Ctrl + Shift + click** the Navigator view.

- b) **View > Navigator View > Ctrl + Shift + click** the Navigator view.
- c) **Ctrl + Shift + click** a Navigator tab.

If the workspace or Navigator view opens in a new window rather than a new tab, review the tab options in your browser to ensure that the tab feature is enabled. If you are using Microsoft Internet Explorer 7, be aware that tabbed workspaces are treated as pop-ups: In the Tabbed Browsing Settings window (**Tools > Internet Options > General > Tabs > Settings**),

**Always open pop-ups in a new tab must be selected.**

Refreshing a workspace

You can refresh the data that is displayed in the workspace on demand or at a set interval.



The Tivoli Enterprise Portal client receives monitoring data from monitoring agents whenever you open a workspace that includes query-based views. The default setting for most predefined workspaces is On Demand, which means retrieved data remains static until you refresh manually.

Set a refresh interval

To set a refresh interval manually:

Click **View > Refresh Every**, and select one of the intervals:

	30 seconds
	60 seconds
	5 minutes




	15 minutes
	60 minutes
On Demand	Custom Time/ Duration

Suspending and stopping refresh

If the workspace is set to refresh automatically at timed intervals or it includes event status views, you can suspend refreshes to keep the data from changing while you investigate a problem.

When you open a workspace that includes table or chart views, the Tivoli Enterprise Portal receives the most recently sampled monitoring data from the agents. Take one of these steps to suspend data refreshes or to stop receiving the data that populates the workspace.

Procedure



1. To suspend automatic refreshing of the workspace, click  **Pause Refresh**; click  **Resume Refresh** to turn on automatic refresh again.
2. To stop loading the workspace, click  **Stop**.

Linking to a workspace

Use these steps to link to a workspace that has been targeted from the current Navigator item or view.

Many monitoring agent products have workspace links available through their predefined workspaces. You can also create and use links to workspaces that follow a logical progression of investigation into performance and operation issues.

Procedure

1. Open the workspace from where you will launch the link. This is the source workspace.
2. Do one of the following, depending on where the link originates:
 - a) Right-click the current (highlighted) Navigator item.
 - b)
 - Click the  **link** indicator on a table row or the graphic view, then skip to step 4. (A dimmed link indicator means the link is not available from that row.)
 - c) Right-click a **pie chart slice, bar chart bar, plot chart point, table row, graphic view icon, or TMS Infrastructure object**.
3.
 - Click **Link To** and click the target workspace in the  list. The target filter or link expression is used to select the information displayed in the views of the target workspace. If, instead of the workspace opening, you get a "Target not found" message, the definition of the target workspace could not be resolved.

4.



Click list. The target filter or link expression is used to select the information displayed in the views of the target workspace. If, instead of the workspace opening, you get a "Target not found" message, the definition of the target workspace could not be resolved.

5. If there is more than one workspace you can link to, the Select Target window opens: Select the Navigator item for the workspace and click **OK**.
6. If a message asks you to select a leaf node, click **OK**, then select an item deeper in the tree hierarchy.

The target workspace is displayed. If the link was defined to open the workspace in a new window, it is opened in its own window. If you are using the browser client and your browser supports tabs, the workspace is in a new tab next to the source workspace.



Note: Navigation using and to visited workspaces retains the link context. As an example, consider a link to a workspace from a table row. The row from which you linked is remembered when you revisit the target workspace.

View Title Bar and Toolbar

Every workspace view and the Navigator view has a title bar with some or all of these controls.

	Opens the Properties editor to the properties for the view.
	Shows or hides the view toolbar. This button does not display if the view has no toolbar.
	Splits the Navigator horizontally to create a new workspace view.
	Maximizes a view for a closer look. Click Restore to return to the original size. You can save the workspace with the view maximized.
	Removes a view. There is no undo for this action except to open a different workspace and answer No when a message asks if you want to save the workspace; -OR- Select File > Save As to keep the original workspace with the view intact and create a new workspace without this view.



Most view types have a toolbar for performing specific actions in the view. A common tool is **Find**, which is available for finding values in the browser view, notepad view, table view, message log view, and the event console views. Another tool, **Time span**, is for specifying the time period to be displayed in a query-based view when historical data is being collected for it.

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