

PATROL[®] Adapter for Microsoft Office[®] User Guide

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- operating system and environment information
 - machine type
 - operating system type, version, and service pack or other maintenance level such as PUT or PTF
 - system hardware configuration
 - serial numbers
 - related software (database, application, and communication) including type, version, and service pack or maintenance level

- sequence of events leading to the problem
- commands and options that you used
- messages received (and the time and date that you received them)
 - product error messages
 - messages from the operating system, such as `file system full`
 - messages from related software

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Introduction

This chapter describes the features and functions of PATROL Adapter for Microsoft Office.

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About PATROL Adapter for Microsoft Office

PATROL Adapter for Microsoft Office is a COM server that allows you to connect to a PATROL Agent and gather information without a PATROL Console.

Reporting Tools

PATROL Adapter for Microsoft Office provides reporting capabilities for the PATROL Agent. The PATROL Adapter for Microsoft Office Report Wizard and Report Generator Utility use the PATROL Adapter for Microsoft Office COM server to collect data from PATROL parameters. Using the PATROL Adapter for Microsoft Office, you can evaluate PATROL data using Microsoft Office products.

No PATROL Console Needed

You do not need PATROL Console or PATROL Agent installed on your machine to use PATROL Adapter for Microsoft Office. PATROL Adapter for Microsoft Office gathers information by connecting to a PATROL Agent via the PATROL Event Manager API on hosts that you select. You must have Microsoft Excel installed to save and display reports.

PATROL Adapter for Microsoft Office includes these components:

- **PATROL Report Wizard**

The PATROL Adapter for Microsoft Office Report Wizard guides you through choosing hosts, data types, data schedules, and report types to create reports in Microsoft Excel. Once you generate reports in Microsoft Excel, you can export the report to Microsoft Word to HTML, or to Microsoft PowerPoint as a presentation.

- **PATROL Report Generator Utility**

The PATROL Report Generator Utility is a command line interface that uses the PATROL Adapter for Microsoft Office to run reports in the background and run batch-reporting jobs. You have the option of displaying the report in Microsoft Excel or saving the report to an Excel or HTML file.

Features

PATROL Adapter for Microsoft Office provides an easy way to integrate PATROL data into Microsoft Office applications.

- **Ability to retrieve PATROL history and event data for any PATROL object**

PATROL Adapter for Microsoft Office allows Visual Basic for Applications (VBA) enabled applications to connect to PATROL Agents using COM and PATROL's native interface. Statistics and event data collected from PATROL Agents are made available to VBA applications without the need for a PATROL Console.

- **Easy-to-use, Windows-style PATROL Report Wizard**

The PATROL Report Wizard interface is consistent in look and feel with Microsoft Office products to help you use the tool more quickly. The source code for this application is open, providing you with a learning tool for using and customizing the PATROL Adapter for Microsoft Office.

- **Predefined report types**

Four predefined report types are provided with PATROL Report Wizard:

- *Alarm and Warning Summary Report*—total number of alarms and warnings for the selected objects during the specified time range

- *Alarm and Warning Trend Report*—total number of alarms and warnings for the selected objects during the specified time range per specified interval
- *History Report*—each history data point for the selected objects during the specified time range
- *Outage Report*—percent of time that the application class, instance, or parameter was in OK, Warn, or Alarm state during the specified time range.

- **Ability to create custom report types**

PATROL Adapter for Microsoft Office provides its own set of Visual Basic objects and methods to allow you to create your own report types.

- **Reports that you can manipulate in Microsoft Excel or other Microsoft Office applications**

The PATROL Report Wizard allows you to generate a table and chart for each report in Microsoft Excel. Once it is generated, you can use and modify the report just as you would any report that is created in Microsoft Excel. You can print it in color, change the styles and colors of the graphs, or copy the report into another Microsoft Office application for further manipulation.

- **Ability to save reports for later use**

If you have a report that you run frequently, the PATROL Report Wizard allows you to save that report so that you do not have to recreate the report every time you want to generate it.

- **Ability to publish reports to the Web**

The PATROL Report Wizard includes the option to create an HTML version of any report that you generate. You can easily publish the HTML version of the report to the Web.

- **Ability to run reports in batch mode**

PATROL Adapter for Microsoft Office's Report Generator Utility command line interface allows you to run reports in the background.

Requirements

You must fulfill the following requirements to use PATROL Adapter for Microsoft Office:

- Microsoft Excel must be installed on the same machine on which PATROL Adapter for Microsoft Office is installed.
- To gather report information from a PATROL Agent, PATROL Adapter for Microsoft Office requires one of the following conditions:
 - KMs must be preloaded on the PATROL Agent
 - a PATROL Console must be connected to the PATROL Agent
- To run PATROL Adapter for Microsoft Office reports for KMs via the PATROL Console, you must install the PATROL Adapter for Microsoft Office templates for each KM on which you want to report. See your KMs Getting Started or online help for more information.
- To run PATROL Adapter for Microsoft Office reports for the OS KM, you must install the Patrol for Microsoft Windows Servers Templates.
- History and event retention must be activated in the PATROL Agent for history and event data to be collected by PATROL Adapter for Microsoft Office. For information on how to activate history and event retention, see "Configuring PATROL to Generate Reports" on page 2-2.

- To connect the PATROL Adapter for Microsoft Office to a PATROL Agent, the Access Control List for that Agent must be configured to allow Event Manager connections from the host on which PATROL Adapter for Microsoft Office is installed. For information on configuring the PATROL Agent Access Control List, see the *PATROL Agent Reference Manual*.
- Any PATROL Agent that connects with PATROL Adapter for Microsoft Office must be running before report information can be generated for that agent.

Supported Platforms

Table 1-1 shows the hardware platforms, operating systems, and PATROL releases supported by PATROL Adapter for Microsoft Office.

Table 1-1 Supported Platforms for PATROL Adapter for Microsoft Office

Hardware Platforms	Operating Systems	Microsoft Office Versions	PATROL Versions
Intel	Windows NT 4.0 (Service Pack 6) Windows 2000	Microsoft Office 97 (with SR2) Microsoft Office 2000 (SR1, Service Pack 2)	PATROL 3.3.00 PATROL 3.3.01 PATROL 3.4.00 PATROL 3.4.11 PATROL 3.5.00

Known Limitations

PATROL Adapter for Microsoft Office has the following known limitations:

- History data collection is not supported for PATROL Agents prior to PATROL 3.3.00.
- Text parameter data collection is not supported.
- Microsoft Excel charts display a limited number of items in the legend for a graph. PATROL Adapter for Microsoft Office allows you to create a report that includes more items than the maximum number of items that can be displayed on a Microsoft Excel chart. For the most useful and legible reports, it is recommended that you do not create reports with more items than Microsoft Excel can display. Please check the Microsoft Excel documentation for the maximum number of items that can be displayed on a Microsoft Excel chart.
- Any predefined report templates that are created on a machine running Microsoft Windows 2000 cannot be used on machines running Microsoft Windows NT 4.0. Microsoft Windows 2000 stores all registry entries in Unicode. This format is incompatible with previous versions of Microsoft Windows NT.

Getting Started with PATROL Adapter for Microsoft Office and PATROL Report Wizard

This chapter provides the information that you need to configure PATROL Adapter for Microsoft Office and set up PATROL to generate reports, launch the PATROL Report Wizard, and access Help. For information about the PATROL installation process, see the *PATROL Installation Reference Manual*. The following topics are discussed in this chapter:

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Launching PATROL Reports from a PATROL Console	2-9
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Configuring PATROL to Generate Reports

Before you begin generating reports using the PATROL Adapter for Microsoft Office wizard, you must configure the following options in PATROL.

- To collect history and event data, activate and set history and event retention to the appropriate values for the PATROL Agent on which you are reporting.
- If you do not have a PATROL Console, BMC Software recommends that knowledge modules be preloaded on the Agent machine. If knowledge modules are not loaded on the Agent machine, the objects for that host are not available for PATROL Adapter for Microsoft Office to gather report information.

For more information activating and setting history and event retention, see the *PATROL Agent Reference Manual*.

Starting the PATROL Report Wizard from Microsoft Excel

You can use PATROL Adapter for Microsoft Office to retrieve information from a PATROL Agent, even if you do not have a PATROL Console loaded on your local machine. If you do not have a PATROL Console, you must start PATROL Adapter for Microsoft Office from Microsoft Excel. To start PATROL Adapter for Microsoft Office from Microsoft Excel, follow these steps:

Step 1 Start Microsoft Excel.

Step 2 Choose **File => New**.

The New dialog box is displayed.

Step 3 Choose the **Spreadsheet Solutions** tab.

Step 4 Choose the **Patrol Report** template.

Step 5 Click **OK**.

The New dialog box closes and the Microsoft Excel macros message is displayed.

Step 6 Click **Enable Macros**.

The Microsoft Excel macros message closes and the PATROL Report Wizard starts.

Step 7 Complete the steps in the PATROL Report Wizard to generate a report.

Once you have started the PATROL Report Wizard in Microsoft Excel and generated a report, you can restart the wizard by clicking the  icon in the Microsoft Excel toolbar.

You can also start the wizard from the Excel menu by following these steps.

Step 1 From Microsoft Excel, select **Tools => Macro => Macros**.

The Macro dialog box is displayed.

Step 2 From the list of available macros, select **InitWizard**.

Step 3 Click **Run**.

The PATROL Report Wizard is displayed.

Launching PATROL Reports from a PATROL Console

Some PATROL products include predefined reports for PATROL Adapter for Microsoft Office that you can launch from a PATROL Console. For detailed instructions on generating a PATROL Adapter for Microsoft Office report for a PATROL product from the PATROL Console, see the documentation for that PATROL product.

Starting the PATROL Report Generator Utility

PATROL Adapter for Microsoft Office provides a report generator utility that you can start from a command line. This utility allows you to generate batch reports and save reports directly to a file without accessing the Microsoft Excel interface. For information about using the PATROL Report Generator utility, see Chapter 4, “Generating Reports With the PATROL Report Generator Utility.”

Accessing Online Help

Help is available for the PATROL Adapter for Microsoft Office wizard in the form of *tool tips* Help and *what's this* Help.

What's this Help provides more detailed descriptions of the wizard fields and buttons. To access *what's this* Help for the PATROL Adapter for Microsoft Office wizard, click the  icon in the title bar of the wizard, shown in Figure 2-1. The cursor changes to a . Using this cursor, click a wizard field or button to get a popup box that contains detailed information on that part of the interface.

Figure 2-1 What's This Help



Generating Reports With the PATROL Report Wizard

This chapter explains how to generate, save, and update reports using the PATROL Report Wizard.

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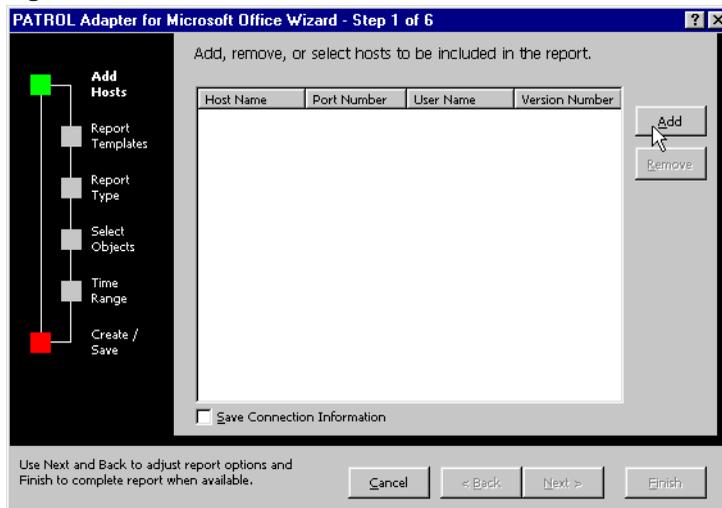
Connecting to Hosts Using the PATROL Report Wizard

Before you can use the PATROL Report Wizard, you must connect to the hosts for which you want to generate reports. The PATROL Report Wizard connects to hosts through the PATROL Adapter for Microsoft Office COM server which gathers information from the PATROL Agents on the hosts.

To connect to a host using the PATROL Report Wizard

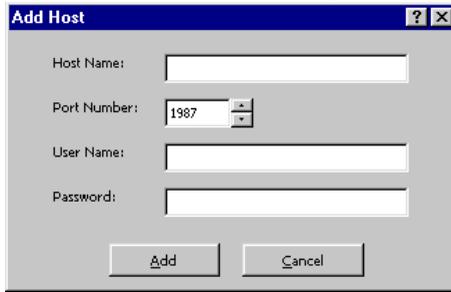
- Step 1** Start the PATROL Report Wizard from Microsoft Excel. For information about starting the wizard, see “Starting the PATROL Report Wizard from Microsoft Excel” on page 2-2.
- Step 2** On the first screen of the wizard, click **Add** as shown in Figure 3-1.

Figure 3-1 Add Host Connection Button



The Add Host dialog box appears as shown in Figure 3-2.

Figure 3-2 Add Host Dialog Box



Step 3 Fill in the **Add Host** dialog box fields as appropriate.

Step 4 Click **Add**.

The Add Host dialog box closes and the host is added to the host list on the first screen of the PATROL Report Wizard. Repeat the process to add more hosts to the list.

Continue through the steps of the wizard to generate reports.

Generating Reports from Templates

Some PATROL components provide predefined report templates that allow you to instantly create commonly-used reports for those products. The predefined reports templates define

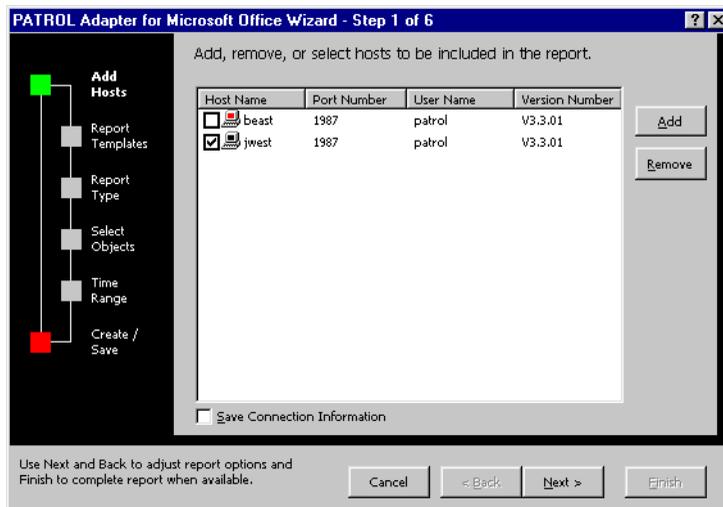
- report type
- time interval for the report
- grouping options for the report information
- application classes, instances and parameters to be included in the report

You can use one of these predefined report types or you can create a custom report type. For information about creating custom report types, see “Generating Custom Reports” on page 3-6.

To Generate a Report from a Template

- Step 1** Start the PATROL Report Wizard from Microsoft Excel. For information about starting the wizard, see “Starting the PATROL Report Wizard from Microsoft Excel” on page 2-2.
- Step 2** If necessary, connect to the hosts that you want to monitor. For information on connecting to hosts, see “Connecting to Hosts Using the PATROL Report Wizard” on page 3-2.
- Step 3** Select the check box next to the hosts that you want to include in the report as shown in Figure 3-3.

Figure 3-3 Select Host Screen



Note

At this point you have the option of selecting the **Save Connection Information** check box, shown in Figure 3-4. If you select this check box, host and password information is saved to the current Microsoft Excel worksheet. For greater security it is recommended that you password protect any Microsoft Excel worksheets that you create and save while this check box is enabled.

Figure 3-4 Save Connection Information Checkbox



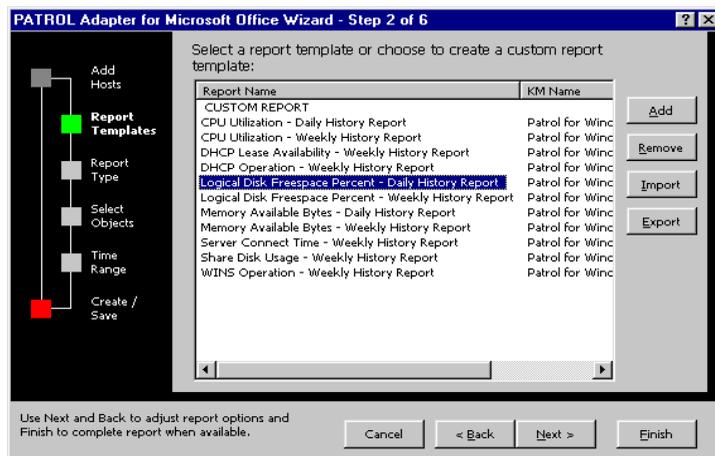
Step 4 Click **Next**.

Step 5 From the report templates list, select the name of the predefined report that you want to generate as shown in Figure 3-5.

Note

If the PATROL for Microsoft Windows Servers Templates are installed, they will appear in this step of the wizard.

Figure 3-5 Select Predefined Report Screen



Step 6 Click **Finish**.

The wizard closes and the report is generated in Microsoft Excel.

Note

Once you have started the PATROL Report Wizard in Microsoft Excel and generated a report, you can restart the wizard by clicking the  icon in the Microsoft Excel toolbar.

Generating Custom Reports

You have two ways to create custom reports using the PATROL Report Wizard. You can create a custom report

- by changing an existing report template
- by selecting the application classes, instances, and parameters that you want to include in the report, selecting a report format, selecting a time interval, then defining how you want the information to be grouped

Changing Templates into Customized Reports

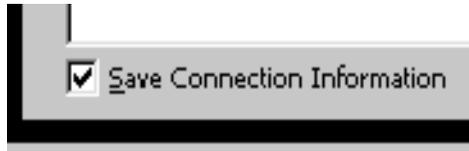
To generate a custom report that is based on a predefined report, you can modify a report template. To do so, follow these steps:

- Step 1** Start the PATROL Report Wizard from Microsoft Excel. For instructions on starting the wizard, see “Starting the PATROL Report Wizard from Microsoft Excel” on page 2-2.
- Step 2** If necessary, connect to the hosts that you want to monitor. For information on connecting to hosts, see “Connecting to Hosts Using the PATROL Report Wizard” on page 3-2.

Note

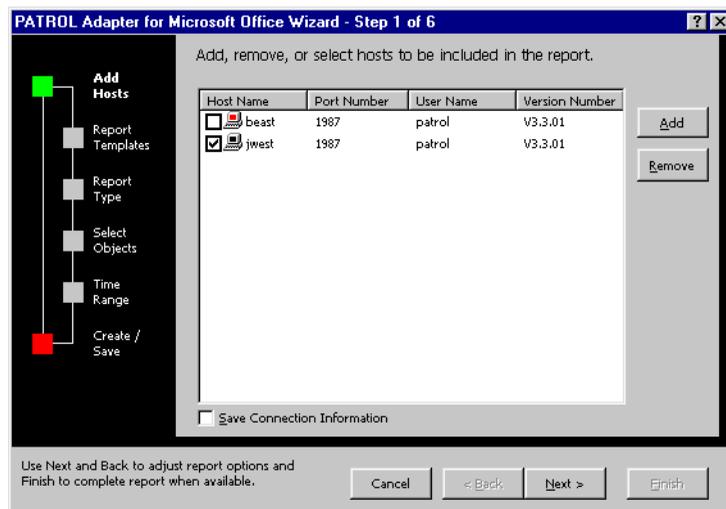
At this point you have the option of selecting the **Save Connection Information** check box, shown in Figure 3-6. If you select this check box, host and password information is saved to the current Microsoft Excel worksheet. For greater security it is recommended that you password protect any Microsoft Excel worksheets that you create and save while this check box is enabled.

Figure 3-6 Save Connection Information Checkbox



Step 3 Select the check box next to the hosts that you want to include in the report as shown in Figure 3-7.

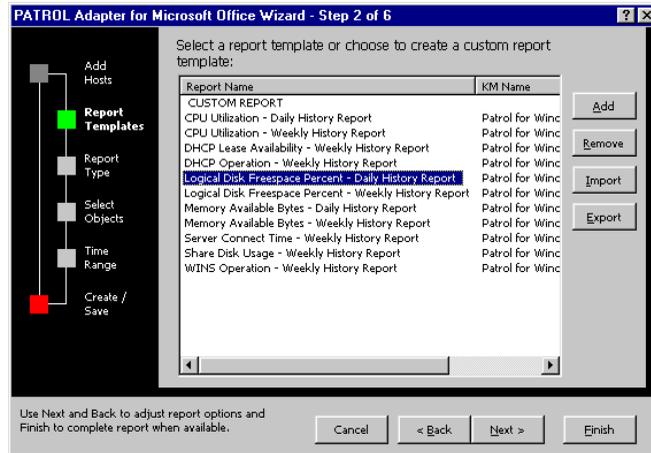
Figure 3-7 Select Host Screen



Step 4 Click **Next**.

Step 5 From the report templates list, select the name of the predefined report that you want to base your report on as shown in Figure 3-8.

Figure 3-8 Select Report Template Screen



Step 6 Click **Next**.

Step 7 Click through Step 3 through Step 6 to make any changes to the objects included in the report or the report scheduling, averaging, or grouping options.

Note

The modifications that you make to the report template are temporary unless you save the modified predefined report under another name. For information about saving reports, see “Creating and Adding Templates” on page 3-16.

Step 8 When you are finished modifying the predefined report settings, click **Finish**.

The wizard closes and the report is generated in Microsoft Excel.

Note

Once you have started the PATROL Report Wizard in Microsoft Excel and generated a report, you can restart the wizard by clicking the  icon in the Microsoft Excel toolbar.

Creating New Custom Reports

If none of the predefined reports suits your needs, you can create a customized report using the PATROL Report Wizard. The customized report allows you to

- select which hosts you want to include in the report
- select from four commonly used predefined report types
- define a time interval for the data that you want to include in the report
- select how you want your report to be grouped

For information about creating and adding a custom report that you can add to the predefined reports list, see “Creating and Adding Templates” on page 3-16.

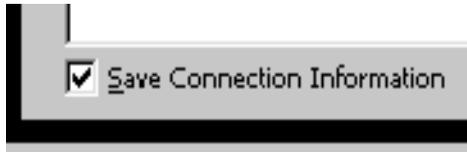
To create a custom report, follow these steps:

- Step 1** Start the PATROL Report Wizard from Microsoft Excel. For instructions on starting the wizard, see “Starting the PATROL Report Wizard from Microsoft Excel” on page 2-2.
- Step 2** If necessary, connect to the hosts that you want to monitor. For instructions on connecting to hosts, see “Connecting to Hosts Using the PATROL Report Wizard” on page 3-2.

Note

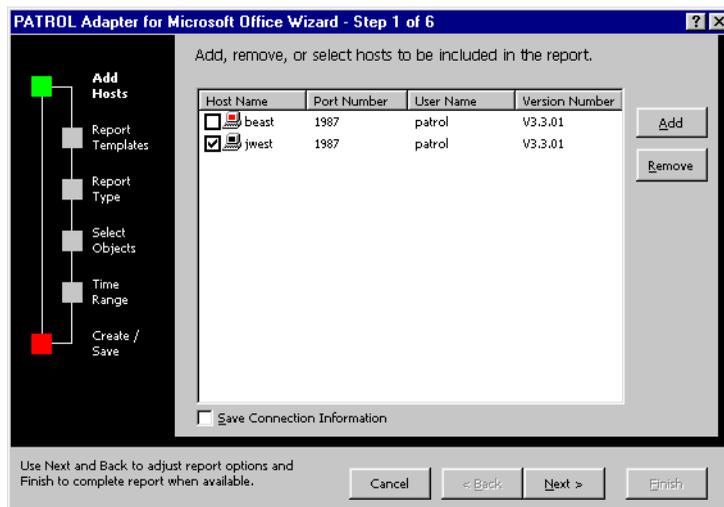
At this point you have the option of selecting the **Save Connection Information** check box, shown in Figure 3-9. If you select this check box, host and password information is saved to the current Microsoft Excel worksheet. For greater security it is recommended that you password protect any Microsoft Excel worksheets that you create and save while this check box is enabled.

Figure 3-9 Save Connection Information Checkbox



Step 3 Select the check box next to the hosts that you want to include in the report as shown in Figure 3-10.

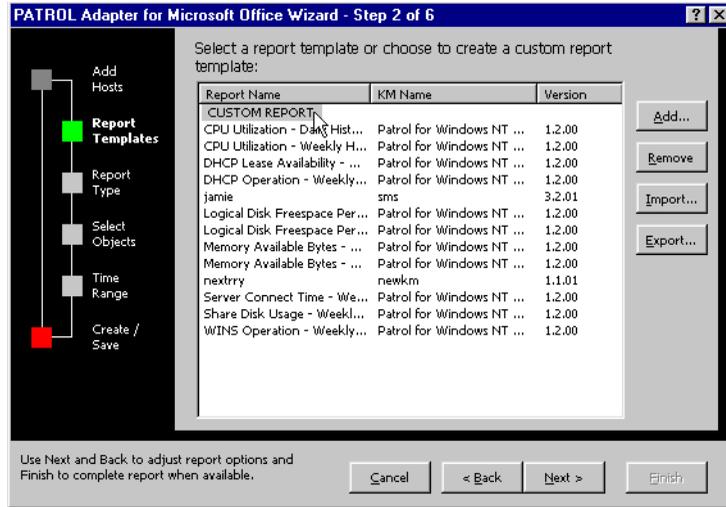
Figure 3-10 Select Host Screen



Step 4 Click **Next**.

Step 5 From the report templates list, select **CUSTOM REPORT** as shown in Figure 3-11.

Figure 3-11 Select CUSTOM REPORT Screen



Step 6 Click Next.

Note

If you are creating a History Report, the Application Class and Instance grouping options are not available under the **Add To Chart** section. All **Grouping Options** radio buttons are available and the **Save report in HTML format** option is available.

Step 7 Select one of the predefined report types described in Table 3-1.

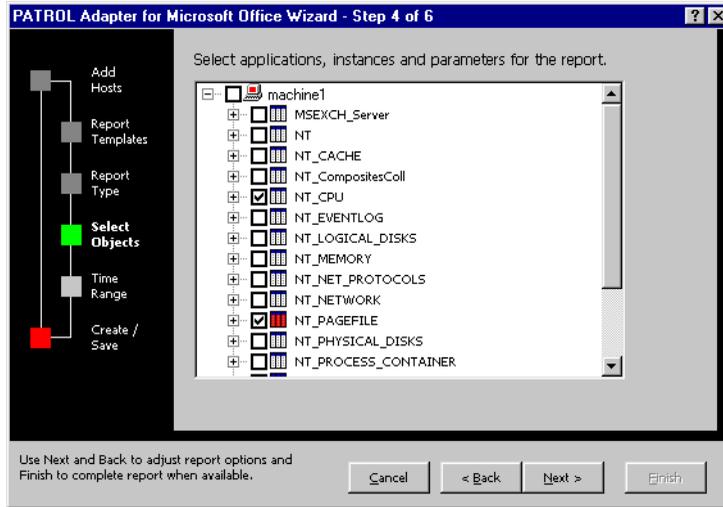
Table 3-1 PATROL Adapter for Microsoft Office Report Types

Report Type	Description
Alarm and Warning Summary Report	Displays the total number of alarms and warnings for the selected objects during the specified time range.
Alarm and Warning Trend Report	Displays the total number of alarms and warnings for the selected objects during the specified time range per specified interval. This report cannot be run for a period greater than 10 days when averaged by hour. If you must run this report for a period greater than 10 days, average the report by days, weeks, or months.
History Report	Displays each history data point for the selected objects during the specified time range per specified interval.
Outage Report	Displays the percentage of time that the application class, instance, or parameter was in OK, Warning, or Alarm state during the specified time range.

Step 8 Click **Next**.

Step 9 Select the application classes, instances, and/or parameters that you want to include in the report as shown in Figure 3-12.

Figure 3-12 Select Host Objects Screen



Note

If you have more than one host selected to be included in the report, any instances that you select for one host that are present in the other hosts are included in the report, regardless of whether or not you select those instances in the host objects screen.

Step 10 Click **Next**.

Step 11 Select a schedule option. You can either define a specific range of time by selecting the **Start to End** radio button, or you can collect data for a specified amount of time in the past until the current time by selecting the **From Previous Number of Days, Hours** radio button.

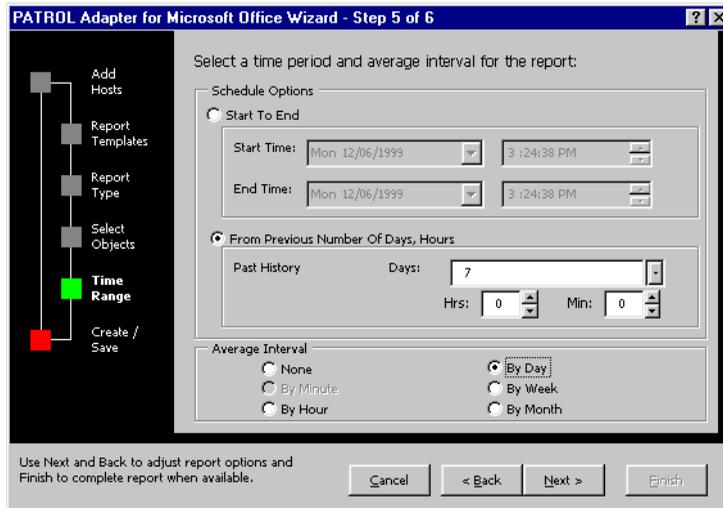
Step 12 Select an average interval if you want the data to be averaged by minute, hour, day, week, or month, select the appropriate average interval. If you want to see every data point, select **None** for the Average Interval.

Note

Selecting **None** for the Average Interval is not recommended unless you have very few data points. Too many data points can overload the chart, making it difficult to read.

Figure 3-13 shows the schedule and averaging options for a report that displays information for the past week, averaged daily.

Figure 3-13 Report Schedule and Average Options Screen



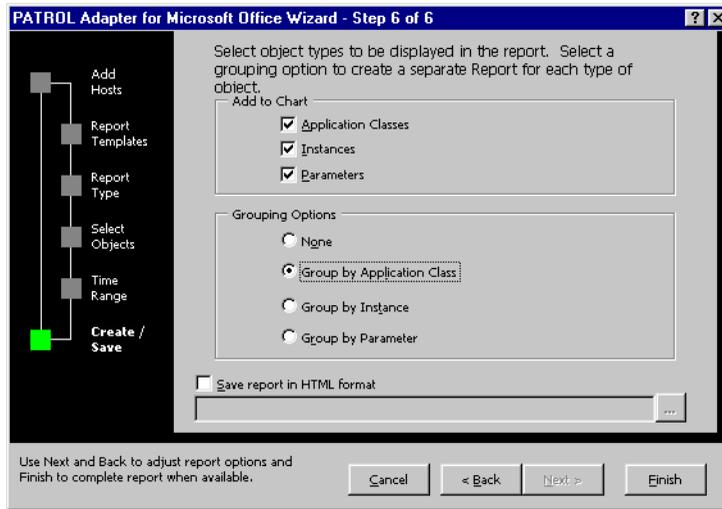
Step 13 Click **Next**.

Step 14 From the **Object Types** field, select the object types that you want to include in the report.

Step 15 If you want to group the data by creating a separate report for each application class, instance, or parameter, select the appropriate radio button. If you want to include all the data in one report, select **None**.

Figure 3-14 shows the grouping options for a report that displays application classes, instances, and parameters. The information for each application class will be displayed on a separate Excel chart.

Figure 3-14 Report Grouping Options Screen



Step 16 Click **Finish**.

The wizard closes and the report is generated in Microsoft Excel.

Creating and Adding Templates

PATROL Adapter for Microsoft Office allows you to create custom reports that you can add to the predefined reports list. If you have a custom report that you run often, creating a predefined report saves you the time and effort of creating the custom report over and over again.

Note

Creating a predefined report in this manner saves the report to your Windows NT registry. To save a report template to a file, you must export the template. For more information, see “Exporting Report Templates” on page 3-24.

Any templates that are created on a machine running Microsoft Windows 2000 cannot be used on machines running Microsoft Windows NT 4.0. Microsoft Windows 2000 stores all registry entries in Unicode. This format is incompatible with previous versions of Microsoft Windows NT.

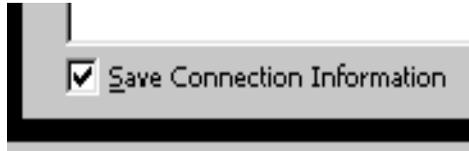
To create and add a custom report to the predefined reports list, follow these steps:

- Step 1** Start the PATROL Report Wizard from Microsoft Excel.
- Step 2** If necessary, connect to the hosts that you want to monitor.

Note

At this point you have the option of selecting the **Save Connection Information** check box, shown in Figure 3-15. If you select this check box, host and password information are saved to the current Microsoft Excel worksheet. For greater security it is recommended that you password protect any Microsoft Excel worksheets that you create and save while this check box is enabled.

Figure 3-15 Save Connection Information Checkbox



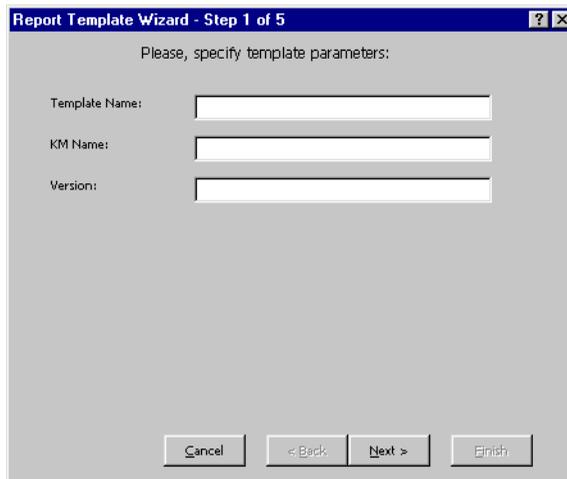
Step 3 Select the checkbox next to the hosts that you want to include in the report.

Step 4 Click **Next**.

Step 5 Click **Add**.

The report template wizard is displayed as shown in Figure 3-16.

Figure 3-16 Report Template Wizard Properties Screen



Step 6 Enter a unique name for the template, the name and the version number of the knowledge module from which the report is collecting data.

Note

The template fields are designed to help you identify and version the predefined reports that you create. You are not required to fill in these fields with specific values.

Step 7 Click **Next**.

Step 8 Select one of the predefined report types described in Table 3-1.

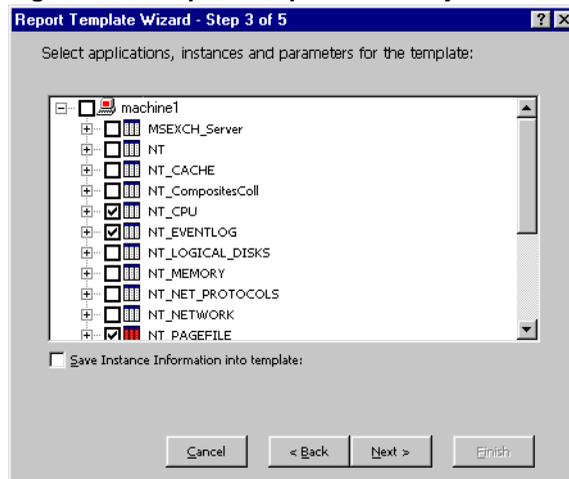
Table 3-2 PATROL Adapter for Microsoft Office Report Types

Report Type	Description
Alarm and Warning Summary Report	displays the total number of alarms and warnings for the selected objects during the specified time range
Alarm and Warning Trend Report	displays the total number of alarms and warnings for the selected objects during the specified time range per specified interval
History Report	displays each history data point for the selected objects during the specified time range per specified interval
Outage Report	displays the percentage of time that the application class, instance, or parameter was in OK, Warning, or Alarm state during the specified time range

Step 9 Click **Next**.

Step 10 Select the application classes, instances, and/or parameters that you want to include in the report as shown in Figure 3-17.

Figure 3-17 Report Template Host Objects Screen



Step 11 Select a schedule option. Either define a specific range of time by selecting the **Start to End** radio button, or collect data for a specified amount of time in the past until the current time by selecting the **From Previous Number of Days, Hours** radio button. If you want the data to be averaged by minute, hour, day, week, or month, select the appropriate average interval. If you want to see every data point, select **None** for the Average Interval.

Note

Selecting **None** for the Average Interval is not recommended unless you have very few data points. Too many data points can overload the chart, making it difficult to read.

Figure 3-18 shows the **Start to End** and the average information **By Day** options are enabled.

Figure 3-18 Report Template Schedule and Average Options Screen

Report Template Wizard - Step 4 of 5

Select scheduling and averages information:

Schedule Options

Start To End

Start Time: Mon 11/29/1999 5:53:14 PM

End Time: Fri 12/03/1999 5:53:14 PM

From Previous Number Of Days, Hours

Past History Days: 0

Hrs: 0 Min: 0

Average Interval

None By Day

By Minute By Week

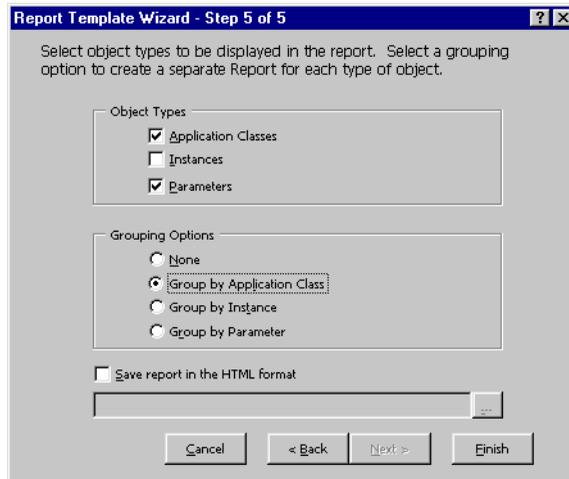
By Hour By Month

Cancel < Back Next > Finish

Step 12 Click **Next**.

Step 13 From the **Object Types** field, select the object types that you want to include in the report as shown in Figure 3-19.

Figure 3-19 Report Template Grouping Options Screen



Step 14 If you want to group the data by creating a separate report for each application class, instance, or parameter, select the appropriate radio button. If you want to include all the data in one report, select **None**.

Note

If you are creating a History Report, the Application Class and Instance grouping options are not available.

Step 15 Click **Finish**.

The report template wizard closes and the report is added to the predefined reports list in the PATROL Report Wizard.

Step 16 To generate your new report, select it from the list and click **Finish**.

The PATROL Report Wizard closes and the report is generated in Microsoft Excel.

Saving Reports as Microsoft Excel Files

PATROL Report Wizard allows you to create a report, then save it for future use.

Warning

All report template information is stored in the Windows NT registry. If you create a report, then want to run the wizard to create another report, all report template data is lost unless you save the report.

Once you have saved a report, you can open the report in Microsoft Excel and use the PATROL Report Wizard to refresh the information in the report. For information about refreshing reports, see “Updating Reports” on page 3-26.

Note

This procedure does not create a template that can be added to the predefined reports list and modified to create other reports. To save a report as a template, you must export the report to a file. For more information, see “Exporting Report Templates” on page 3-24.

To save a report, follow these steps:

- Step 1** Generate a report.
- Step 2** In Microsoft Excel select **File => Save**.

 The **Save As** dialog box is displayed.
- Step 3** Browse to the location where you want to store the report.
- Step 4** In the **File name** field, enter a name for the report.
- Step 5** Click **Save**.

The **Save As** dialog box closes and the report is saved in the location that you specified.

Saving a Report in HTML Format

You can save reports in HTML format so that you can display them on the Web. The option to save the report as HTML format is on the last screen of the PATROL Report Wizard, so the procedure to save a report in HTML format depends on whether you are generating a predefined report or a custom report.

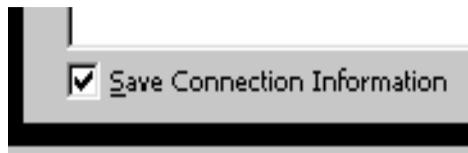
To Save a Report in HTML Format

- Step 1** Start the PATROL Report Wizard from Microsoft Excel. For instructions on starting the wizard, see “Starting the PATROL Report Wizard from Microsoft Excel” on page 2-2.
- Step 2** If necessary, connect to the hosts that you want to monitor.

Note

At this point you have the option of selecting the **Save Connection Information** check box, shown in Figure 3-20. If you select this check box, host and password information are saved to the current Microsoft Excel worksheet. For greater security it is recommended that you password-protect any Microsoft Excel worksheets that you create and save while this check box is enabled.

Figure 3-20 Save Connection Information Checkbox



- Step 3** Select the check box next to the hosts that you want to include in the report.
- Step 4** Click **Next**.
- Step 5** From the report templates list, select the name of the predefined report that you want to generate.

- Step 6** On the PATROL Report Wizard map on the left side of the screen, click the **Create/Save** step as shown in Figure 3-21.

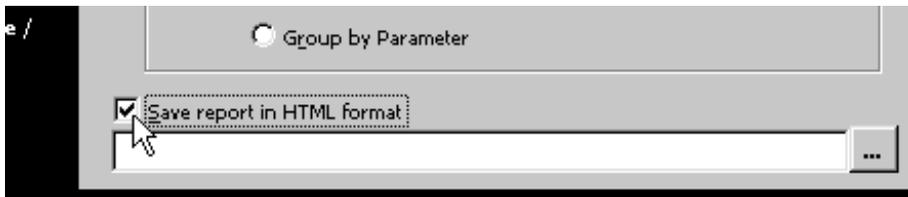
Figure 3-21 Create/Save Step Shortcut



The wizard skips to the last screen of the wizard.

- Step 7** Select the **Save report in HTML format** check box as shown in Figure 3-22.

Figure 3-22 Save report in HTML format Check box



- Step 8** Enter or browse for the file location and file name where you want to save the HTML file.

- Step 9** Click **Finish**.

The report is generated in Microsoft Excel and is saved as the file name you entered in the location you specified.

To Save a Custom Report in HTML Format

- Step 1** Generate a report by following all the steps in the PATROL Report Wizard. For information about generating custom reports, see “Generating Custom Reports” on page 3-6.
- Step 2** On the last screen of the wizard, select the **Save report in HTML format** check box.
- Step 3** Enter or browse for a file location and file name where you want to save the HTML file.
- Step 4** Click **Finish**.

The report is generated in Microsoft Excel and is saved as the file name you entered in the location you specified.

Exporting Report Templates

If you want to save a predefined template to a file so that it can be used on another machine to create reports, you must export the report to a file. To export a report to a file, follow these steps:

- Step 1** If the report that you want to export to a file is not included on the predefined reports list, create and add a predefined report as described in “Creating and Adding Templates” on page 3-16.
- Step 2** Select the predefined report from the predefined reports list located on the **Report Templates** screen of the PATROL Report Wizard.

Note

Any templates that are created on a machine running Microsoft Windows 2000 cannot be used on machines running Microsoft Windows NT 4.0. Microsoft Windows 2000 stores all registry entries in Unicode. This format is incompatible with previous versions of Microsoft Windows NT.

Step 3 Click **Export**.

The **Export PATROL Adapter for Microsoft Office Predefined Report Description into a File** dialog box is displayed.

Step 4 Browse to the location where you want to save the report template.

Step 5 Enter a file name for the report template and click **Save**.

The report template is saved to the location that you specified.

Importing Report Templates

If you have created a predefined report template by some means other than using the PATROL Report Wizard, or you would like to add a predefined report template that you have exported to a file (see “Exporting Report Templates” on page 3-24) to the predefined reports list, you can add that template to the predefined reports list by following these steps:

Step 1 Start the PATROL Report Wizard.

Step 2 Select any host in the host list.

Note

Selecting a host does not affect importing reports; it just enables the **Next** button so that you can access the predefined report template screen.

Step 3 Click **Next**.

Step 4 Click **Import**.

The **Import PATROL Adapter for Microsoft Office Predefined Report Description File** dialog box is displayed.

Step 5 Browse to the location of the template that you want to import.

Step 6 Select the template and click **Open**.

The template is added to the predefined templates list.

Updating Reports



Once you have generated a report in Microsoft Excel, you can update the information in the report by clicking the Update icon (shown at left) in the Microsoft Excel toolbar or by rerunning the report in the PATROL Report Wizard. You can also update the report by following these steps:

Step 1 From Microsoft Excel, select **Tools => Macro => Macros**.

The Macro dialog box is displayed.

Step 2 From the list of available macros, select **updateCurrentReport**.

Step 3 Click **Run**.

The report is updated with the most recent information.

Generating Reports With the PATROL Report Generator Utility

The following chapter explains how to use the PATROL Report Generator utility to generate reports in the background.

PATROL Report Generator Features	4-2
Generating Reports Using the Report Generator Interface	4-2
Generating Reports From a Command Line or Batch File	4-6
Generating Reports in Batch Mode	4-10

PATROL Report Generator Features

The PATROL Report Generator utility is a command line utility that generates a report in the background and displays it in Microsoft Excel. With the report generator, you can define these report parameters:

- host name
- port number
- user name
- password
- application classes, instances, and parameter names
- report type
- time range
- interval option
- averaging option

The report generator utility can be started in silent (-s argument) or GUI mode. Silent mode is useful when you

- do not want Microsoft Excel to run
- want to generate reports in batch mode

Generating Reports Using the Report Generator Interface

To create reports in GUI mode without using the PATROL Report Wizard, you can launch the PATROL Report Generator utility from the command line. This utility displays a dialog box that you can use to select report options.

To launch the PATROL Report Generator utility in GUI mode

- » Enter the following command at the DOS prompt from the %PATROL_HOME%\<pamo directory:>

prgen -host *hostname* **-port** *number* **-user** *name* **-password** *password* **-objects** *object1,object2...*

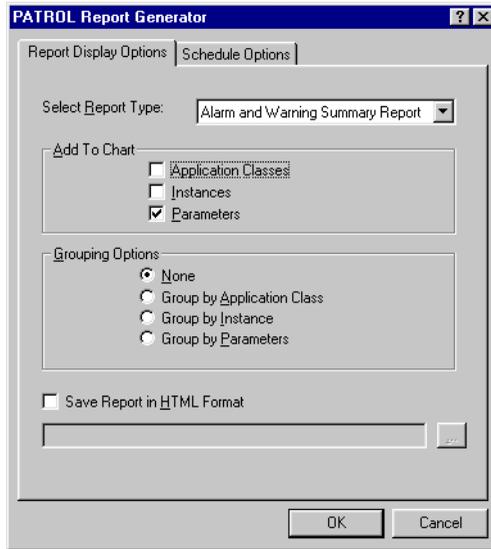
Table 4-1 describes the arguments for the **prgen** command.

Table 4-1 PATROL Report Generator Utility GUI Command Arguments

Argument	Description
-host <hostname>	the host from which report information is collected
-port <number>	the port number for the host
-user <name>	the user name for the host account
-password <password>	the password for the user's account
-objects <object1,object2>	the application classes, instance names, or parameters from which you want to collect information for the specified host. You can use wildcards to represent instances. Example: NT_CPU*/parameter_name generates a report that includes the information for <i>parameter_name</i> for all CPU application class instances.

When you execute the **prgen** command, the PATROL Report Generator dialog box is displayed as shown in Figure 4-1.

Figure 4-1 PATROL Report Generator Utility Display Options



To Generate a Report From the PATROL Report Generator Dialog Box

- Step 1** From the drop list, select one of the predefined report types described in Table 4-2.

Table 4-2 PATROL Report Generator Utility Report Types

Report Type	Description
Alarm and Warning Summary Report	the total number of alarms and warnings for the selected objects during the specified time range
Alarm and Warning Trend Report	each alarm and warning for the selected objects during the specified time range
History Report	each history data point for the selected objects during the specified time range
Outage Report	the percentage of time that the application class, instance, or parameter was available during the specified time range. The percentage is calculated by gathering all the history points for a specified range and determining the amount of time that the points were not occupying the Alarm or Warning ranges.

- Step 2** From the **Add to Chart** area, select the objects types that you want to include in the report.
- Step 3** From the **Grouping Options** area, select the radio button that offers the grouping that you want for your data. These options let you create a separate report for each application class, instance, or parameter. To include all the data in one report, select **None**.

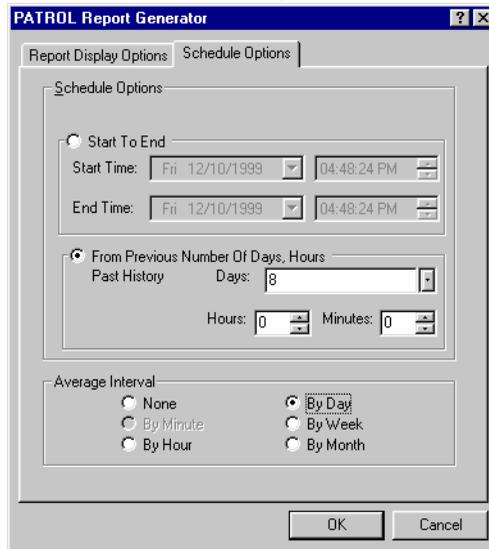
Note

If you are creating a History Report, the Application Class and Instance grouping options are not available.

- Step 4** To save the report as an HTML file, select the **Save report in HTML format** check box.
- Step 5** Enter or browse for a file location and file name where you want to save the HTML file.
- Step 6** Select the **Schedule Options** tab.

The PATROL Report Generator dialog box is displayed as shown in Figure 4-2.

Figure 4-2 PATROL Report Generator Utility Schedule Options



Step 7 Select one of these schedule options:

- **Start to End**—define a specific range of time
- **From Previous Number of Days, Hours**—collect data for a specified amount of time in the past until the current time

Step 8 Select the appropriate averaging interval. To see every data point, select **None** for the **Average Interval**.

Averaging is not valid for the Alarm and Warning Summary Report or the Outage Report.

Note

Selecting **None** for the Average Interval is not recommended unless you have very few data points. Too many data points can overload the chart.

Step 9 Click **OK**.

Generating Reports From a Command Line or Batch File

Using the command line utility in silent mode, you can generate a report and then

- save the report in a Microsoft Excel and/or HTML file
- display the report in Microsoft Excel

To start the PATROL Report Generator utility in silent mode, you must define all arguments for the **prgen** command and enter the **-s** argument at the end of the **prgen** command. You can define the arguments from the command line, or you can write a batch file that includes all the arguments.

To Launch the PATROL Report Generator in Silent Mode

» From the command line enter:

```
%PATROL_HOME%\pamo\prgen -host hostname -port number -user name -password password |  
-encrpassword password -objects object1,object2, ... | -template filename -type "Event Summary  
Report" | "Event Trend Report" | "History Report" | "Outage Report" -start #date# -end #date# -aver-  
age 0|1|2|3|4|5 -rtype 0|1 -interval minutes -group 0|1|2|3|4|5 -add 001|011|111|100|110|010 -html  
filename -xlFile filename [-xlPassword password] -s
```

Table 4-3 defines all the arguments for the **prgen** command.

Table 4-3 PATROL Report Generator Utility Silent Command Arguments (Part 1 of 4)

Argument	Description	Required/ Optional
-host < <i>hostname</i> >	specifies the host from which report information is collected	required
-port < <i>number</i> >	specifies the port number for the host	required
-user < <i>name</i> >	specifies the user name for the host account	required
-password < <i>password</i> >	specifies the password for the user's account	required if -encrpassword argument is not used

Table 4-3 PATROL Report Generator Utility Silent Command Arguments (Part 2 of 4)

Argument	Description	Required/ Optional
-encrpassword <password>	specifies the PEM API encrypted password to be used for this account	required if -password argument is not used
-objects <object1, object2>	specifies the application classes, instance names, or parameters from which you want to collect information for the specified host	required if -template argument is not used
-template <KM name\version\report name>	specifies the KM, version, and name of a predefined template that has been created using the PATROL Adapter for Microsoft Office wizard. The information should match that of the columns found in GUI version of the PATROL Adapter for Microsoft Office Wizard. For more information, see page 3-17. No report is created if no data exists. Examples: "PATROL for Windows NT Server\1.2.00\CPU Utilization - Daily History Report"	required if -objects argument is not used
-type "report_type"	specifies the report type to be generated: "Event Summary Report" displays the total number of alarms and warnings for the specified objects during the specified time range. "Event Summary Report Trend Report" displays each alarm and warning for the specified objects during the specified time range. "History Report" displays each history data point for the specified objects during the specified time range. "Outage Report" displays the percent of time that the application class, instance, or parameter was available during the specified time range.	required if -template argument is not used
-start #<date>#	specifies the date to begin collecting data for the report in Visual Basic format Examples: #January 1, 2001# #1 Jan 01# #1/1/2001# #17:04:23#	<ul style="list-style-type: none"> • required if the value of -rtype argument is 0 • not valid if -template is used

Table 4-3 PATROL Report Generator Utility Silent Command Arguments (Part 3 of 4)

Argument	Description	Required/ Optional
-end #<date>#	specifies the date to stop collecting data for the report in Visual Basic format Examples: #January 1, 2001# #1 Jan 01# #1/1/2001# #17:04:23#	<ul style="list-style-type: none"> • required if the value of -rtype argument is 0 • not valid if -template is used
-average <option>†	specifies if and how the report data will be averaged: 0 —displays all the data 1 —displays the average data per minute 2 —displays the average data per hour 3 —displays the average data per day 4 —displays the average data per week 5 —displays the average data per year	<ul style="list-style-type: none"> • required • not valid if -template is used
-rtype <option>	specifies the type of time range that the report covers: 0 —report covers specific dates 1 —report covers specified time in the past to the present time	<ul style="list-style-type: none"> • required • not valid if -template is used
-interval <minutes>	specifies the amount of time in the past that data is to be collected if the -rtype argument value is 1	<ul style="list-style-type: none"> • required if -rtype value is 1 • not valid if -template is used
-group <option>*	determines how data is grouped in the report: 0 —all applications are included in one chart 1 —one chart is created for each application 2 —one chart is created for each application and instance 3 —one chart is created for each instance 4 —one chart is created for each parameter and application 5 —one chart is created for each parameter	<ul style="list-style-type: none"> • required • not valid if -template is used

Table 4-3 PATROL Report Generator Utility Silent Command Arguments (Part 4 of 4)

Argument	Description	Required/ Optional
-add <option>*	determines what objects are displayed in the report: 100 —adds application classes to the report** 010 —adds instances to the report** 001 —adds parameters to the report 110 —adds application classes and instances to the report** 111 —adds application classes, instances, and parameters to the report** 011 —adds instances and parameters to the report**	<ul style="list-style-type: none"> • required • not valid if -template is used
-html <filename>	specifies to save the report to an HTML file with the specified name	optional
-xlFile <filename>	specifies to save the report to a Microsoft Excel file with the specified name	optional
-xlPassword <password>	specifies the password for the Microsoft Excel file to which the report is saved if that file is password protected	required only if -xlFile is used and the Excel file is password-protected
-s	generates reports without the GUI dialog box when used with -xlFile and/or -html and/or -v arguments	optional; must be used with -xlFile and/or -html and/or -v arguments
-u	specifies to automatically update the file specified by the -xlFile argument	optional; must be used with -xlFile and/or -html arguments
-v	displays the report in a Microsoft Excel worksheet if -html or -xlFile arguments are used	optional; must be used with -s argument

*See Table 4-4 for a list of dependencies between **-add** and **-group**.

**These options are invalid for History Reports.

†This argument is not valid for Alarm and Warning Summary Reports or Outage Reports.

The **-add** and **-group** options have dependencies that may invalidate some of the **-group** options. lists these dependencies.

Table 4-4 -add and -group Dependencies

If you use this -add option...	These -group options are valid...
100 —adds application classes to the report	0 —all applications are included in one chart 1 —one chart is created for each application
010 —adds instances to the report	0 —all applications are included in one chart 1 —one chart is created for each application 2 —one chart is created for each application and instance 3 —one chart is created for each instance
001 —adds parameters to the report	0 —all applications are included in one chart 1 —one chart is created for each application 2 —one chart is created for each application and instance 3 —one chart is created for each instance 4 —one chart is created for each parameter and application 5 —one chart is created for each parameter
110 —adds application classes and instances to the report	0 —all applications are included in one chart 1 —one chart is created for each application 2 —one chart is created for each application and instance 3 —one chart is created for each instance
111 —adds application classes, instances, and parameters to the report	0 —all applications are included in one chart 1 —one chart is created for each application 2 —one chart is created for each application and instance 3 —one chart is created for each instance 4 —one chart is created for each parameter and application 5 —one chart is created for each parameter
011 —adds instances and parameters to the report	0 —all applications are included in one chart 1 —one chart is created for each application 2 —one chart is created for each application and instance 3 —one chart is created for each instance 4 —one chart is created for each parameter and application 5 —one chart is created for each parameter

Generating Reports in Batch Mode

You can run batch reports by using the **prgen** command in a batch file.

Figure 4-3 shows a batch file that creates a report that saves the history data of the following parameters for each NT_CPU application class instance:

- CPUprcpProcTimePercent
- CPUprcrProcessorTimePercent
- CPUprcrPrivTimePercent

The report is saved in an HTML file (**-html** argument is used) and does not display in Microsoft Excel (**-v** argument is not used).

Figure 4-3 Sample Batch Program for Saving a Report To an HTML File

```
%PATROL_HOME%pamo\prgen -host myhost -port 1987 -user myname -password mypassword -type "History Report" -objects NT_CPU/*/CPUprcpProcTimePercent, NT_CPU/*/CPUprcrProcessorTimePercent, NT_CPU/*/CPUprcrPrivTimePercent -start #09/01/99# -end #09/02/99# -average 2 -rtype 0 -group 1 -add 110 -html "C:\Program Files\Office\myhtml.html" -s
```

Table 4-5 explains each of the arguments used in the sample program shown in Figure 4-3.

Table 4-5 Sample Batch Program Argument Descriptions (Part 1 of 2)

Argument	Description
%PATROL_HOME%pamo\prgen	starts the report generator utility from its home directory
-host myhost	the host
-port 1987	the port number for the host
-user myname	the user name for the host
-password mypassword	the password for the host
-type "History Report"	the report type as History Report. History Report displays all the history data for the objects specified by -objects .

Table 4-5 Sample Batch Program Argument Descriptions (Part 2 of 2)

Argument	Description
-objects NT_CPU*/CPUprcpProcTimePercent, NT_CPU*/CPUprcrProcessorTimePercent, NT_CPU*/CPUprcrPrivTimePercent	specifies the parameters to be included in the report. The wildcard * indicates that the data is to be included for all instances.
-start #09/01/99#	the date to begin gathering data
-end #09/02/99#	the date to stop gathering data
-average 2	specifies that the data will be averaged and displayed by the hour
-rtype 0	specifies that the range type for the report is from one specific date to another
-group 1	specifies that one chart is created for each application
-add 110	specifies that application classes and instances will be displayed in the report
-html "C:\Program Files\Office\myhtml.html"	specifies that the report will be saved in an HTML file in the named location
-s	specifies that the report will be saved directly to the HTML file, so that you do not interact with the report generator dialog boxes

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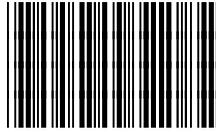
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