

# Systemwalker Service Quality Coordinator

A decorative banner with a dark blue background and abstract, glowing green and blue wave patterns.

## Glossary

Windows/Solaris/Linux

J2X1-7667-01ENZ0(00)  
July 2012

# Preface

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## Purpose of this manual

This manual explains the terms of Systemwalker Service Quality Coordinator V15.0.0.

## Target audience

This manual is intended for readers who read the manual of Systemwalker Service Quality Coordinator.

## Organization of Systemwalker Service Quality Coordinator manuals

The Systemwalker Service Quality Coordinator manuals are organized as follows:

- Systemwalker Service Quality Coordinator Technical Guide  
Provides an overview of the functions of Systemwalker Service Quality Coordinator.
- Systemwalker Service Quality Coordinator Installation Guide  
Explains how to install and set up Systemwalker Service Quality Coordinator.
- Systemwalker Service Quality Coordinator User's Guide  
Explains how to use the functions of Systemwalker Service Quality Coordinator.
- Systemwalker Service Quality Coordinator User's Guide (Console Edition)  
Explains how to use those functions related to console windows.
- Systemwalker Service Quality Coordinator User's Guide (Dashboard Edition)  
Explains how to use dashboard functions.
- Systemwalker Service Quality Coordinator Reference Guide  
Explains commands, data formats, messages and so on.
- Systemwalker Service Quality Coordinator Troubleshooting Guide  
Explains how to handle any problems that may occur.
- Systemwalker Service Quality Coordinator User's Guide (Website Management Functions Edition)  
Explains the Systemwalker Service Quality Coordinator functions that relate to analyzing Web usage and monitoring Web content tampering.
- Systemwalker Service Quality Coordinator User's Guide (Systemwalker User Management and Single Sign-On Edition)  
Explains how to install and use the Systemwalker User Management and Systemwalker Single Sign-On functions when Systemwalker Service Quality Coordinator is to be used.
- Systemwalker User's Guide - Systemwalker User Management and Single Sign-On  
Explains how to install the Systemwalker User Management function and the Systemwalker Single Sign-On function.
- Systemwalker Service Quality Coordinator Glossary  
This manual explains Systemwalker Service Quality Coordinator terminology.

## Positioning of this document

This manual is common to the following Systemwalker Service Quality Coordinator products for Windows, Linux and Oracle Solaris:

- Systemwalker Service Quality Coordinator Enterprise Edition V15.0.0

- Systemwalker Service Quality Coordinator Standard Edition V15.0.0

## Abbreviations

- The term "Windows Server 2008" refers to the following products:
  - Microsoft(R) Windows Server(R) 2008 R2 Foundation
  - Microsoft(R) Windows Server(R) 2008 R2 Standard
  - Microsoft(R) Windows Server(R) 2008 R2 Enterprise
  - Microsoft(R) Windows Server(R) 2008 R2 Datacenter
  - Microsoft(R) Windows Server(R) 2008 Foundation
  - Microsoft(R) Windows Server(R) 2008 Standard
  - Microsoft(R) Windows Server(R) 2008 Enterprise
  - Microsoft(R) Windows Server(R) 2008 Datacenter
  - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM)
  - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM)
  - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM)
  - Microsoft(R) Windows Server(R) 2008 Standard Server Core
  - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Server Core
  - Microsoft(R) Windows Server(R) 2008 Enterprise Server Core
  - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Server Core
  - Microsoft(R) Windows Server(R) 2008 Datacenter Server Core
  - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM) Server Core
- The term "Windows Server 2003" refers to the following products:
  - Microsoft(R) Windows Server(R) 2003 R2, Standard Edition
  - Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition
  - Microsoft(R) Windows Server(R) 2003 R2, Datacenter Edition
  - Microsoft(R) Windows Server(R) 2003, Standard Edition
  - Microsoft(R) Windows Server(R) 2003, Enterprise Edition
  - Microsoft(R) Windows Server(R) 2003, Datacenter Edition
- The term "Windows 7" refers to the following products:
  - Windows(R) 7 Home Premium
  - Windows(R) 7 Professional
  - Windows(R) 7 Enterprise
  - Windows(R) 7 Ultimate
- The term "Windows Vista" refers to the following products:
  - Windows Vista(R) Home Basic
  - Windows Vista(R) Home Premium
  - Windows Vista(R) Business
  - Windows Vista(R) Enterprise

- Windows Vista(R) Ultimate
- The term "Windows XP" refers to the following products:
  - Microsoft(R) Windows(R) XP Home Edition
  - Microsoft(R) Windows(R) XP Professional Edition
- Microsoft(R) SQL Server(TM) is abbreviated as "SQL Server".
- Microsoft(R) Cluster Server is abbreviated as "MSCS".
- Oracle Solaris might be described as Solaris, Solaris Operating System, or Solaris OS.
- Oracle WebLogic Server is abbreviated as "WebLogic Server".
- Oracle Database is abbreviated as "Oracle".
- Systemwalker Centric Manager is abbreviated as "Centric Manager".
- Systemwalker Resource Coordinator is abbreviated as "Resource Coordinator".
- Interstage Application Server is abbreviated as "Interstage".
- Symfoware Server is abbreviated as "Symfoware".
- VMware(R) ESX(R) is abbreviated as "VMware ESX" or "ESX".
- VMware(R) ESXi(TM) is abbreviated as "VMware ESXi" or "ESXi".
- VMware(R) vCenter(TM) is abbreviated as "VMware vCenter" or "vCenter".
- VMware vSphere(R) is abbreviated as "VMware vSphere".
- Versions of Systemwalker Service Quality Coordinator that operate under Windows are referred to as "Windows versions".
- Versions of Systemwalker Service Quality Coordinator that operate under Solaris are referred to as "Solaris versions".
- Versions of Systemwalker Service Quality Coordinator that operate under Linux are referred to as "Linux versions".
- Solaris and Linux versions of Systemwalker Service Quality Coordinator are referred to collectively as "UNIX versions".
- The term "Agent" is used to refer to articles common to both Agent for Server and Agent for Business.

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This guide uses screenshots in accordance with Microsoft Corporation's guidelines.

## **Acknowledgement**

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<http://www.openssl.org/>)

July 2012

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# Glossary

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## active node

The node in a cluster system where cluster services are operating. (See also: standby node)

## agent for Agent-based Monitoring

This agent is installed on the monitored server and collects performance information by periodically issuing commands or APIs provided by the operating system or middleware. There are two installation types: Agent for Server and Agent for Business. (See also: agent for Agentless Monitoring)

## agent for Agentless Monitoring

This agent is not installed on the monitored server, but collects performance information by remotely issuing periodic commands and APIs provided by the operating system of the monitored server. (See also: agent for Agent-based Monitoring)

## Agent for Business

A type of installation for agents for Agent-based Monitoring. Along with the functions provided by Agent for Server, it can also manage business system-related resources such as Web servers, application servers, and database servers.

## Agent for Server

A type of installation for agents performing Agent-based Monitoring. An Agent for Server manages resource information within servers.

## alarm action

If threshold monitoring is defined, an action to notify the administrator of any threshold violation (that may occur) is executed. The following action types can be used:

- Event log/syslog
- Systemwalker Centric Manager message linkage
- E-mail
- Trap
- Execution of any command

## Analysis function

Provides three levels of analysis to suit the specific degree of information required or the particular purpose of the report: full system inspection and analysis, categorized diagnostic analysis, and detailed analysis.

The analysis function can display a report whenever you need it.

## analysis page

A page of data analysis results displayed by the Analysis window of Trend Viewer in a Web browser.

## Analysis/Planning window

One of the windows that makes up the Console.

The service level management function allows performance information that has been collected by this product to be displayed using various report formats according to the specific information required and the purpose of the information. The Analysis/Planning window is used in the analysis and planning of service quality over the medium to long term to avoid future problems.

The Analysis/Planning window allows reports to be displayed on demand.

## Analysis window

One of the windows provided by the usage function in the Web usage management function. The Analysis window displays in a Web browser and shows various analysis results pages.

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## Analytics Studio

The Analytics Studio provides an interface to create and customize individual dashboards. (See also: Dashboard Server)

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## application server

Manages aspects of business system performance, such as processing times, wait times, heap sizes and a breakdown analysis of response times.

The following application server products are supported:

Interstage Application Server

Oracle WebLogic Server

Microsoft .NET Server

SAP NetWeaver

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## archive file

A file created to back up a PDB.

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## Browser Agent

Uses information about an end user accessing a Web server to measure the response actually experienced by the end user. It can only be used with Windows operating systems.

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## cluster system

Refers to a high-reliability system constructed using cluster software. High availability (HA) is achieved by operating two server machines as a single virtual server machine.

---

## collection template(templaate.dat)

A template that defines items that are collected at all times. When a policy is created and deployed, a collection policy is created automatically using this definition.

---

## common report

A scheduled report registered and created as being common to all tenants that have linkage to ServerView Resource Orchestrator.

---

## Console

The main window of this product.

The Console is made up of the Monitoring window (Summary display and Drilled-Down display), the Analysis/Planning window, and the Scheduled Report window.

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## content administrator

A person who manages public content or who reports updates to original content.

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## content publication

The act by which an authorized content administrator transfers content to a Web server via a network.

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## content publication report

The process of updating original content when uploading public content.

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## content publication report command

A command that is used to report an update to original content.

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## content tamper monitoring

A monitoring mechanism for checking if public content has been altered.

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## content tamper monitoring notification

A notification that is sent when tampering is detected by the content tamper monitoring function.

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## content tamper monitoring program

An inspection program that is run regularly to check if public content has been altered.

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## Dashboard

The dashboard provides a customizable display of important information extracted from the array of data collected by the Systemwalker Service Quality Coordinator, making the information readily available for day to day oversight and operations.

While the console provides a standard fixed view for Systemwalker Service Quality Coordinator data, the display of the dashboard is highly customizable, so you can create a presentation of data that is most appropriate for your needs.

The dashboard is mainly used by managers to view the status of areas of the system they are responsible for.

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## Dashboard Server

This server provides the mechanisms for dashboard operations. (See also: Analytics Studio)

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## Dashboard Template

A view for managing performance information from the dashboard.. The dashboard template can be customized before use.

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## database server

Manages aspects of database performance, such as I/O, memory, cache, space, deadlocks and SQL frequency. The following database server products are supported:

- Symfoware Server
- Oracle Database Server
- Microsoft SQL Server

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## DMZ

Abbreviation of "demilitarized zone". DMZ is a network that separates an intranet from the Internet.

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## Drilled-Down display

This function displays detailed information when problems occur. While the summary display shows only an overview of the entire system, the Drilled-Down display shows detailed information for each resource.

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## ECO

Uses SNMP MIB interfaces in general use to manage ECO information (power and temperature) on each model (e.g. server).

Management is possible on devices that provide power and temperature MIB data.

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## end user response management

Manages the response times that end users experience when they access the Web server.

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## Enterprise Manager

Centrally manages the Managers located in each section. It can manage large-scale systems by constructing Managers in two tiers and performing load distribution. (Enterprise Edition only)

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## EntryURL

The page that is viewed first when a Web server is visited.

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## event

The performance information monitored for dashboard functions.

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## ExitURL

The page that is viewed last when a Web server is visited.

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## failover

The act of switching from the active node to the standby node in a cluster system when a problem occurs in any of the resources within a group.

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## group

A collective term that refers to the resources in a cluster system that are subject to switching. When a problem occurs, the group is the unit by which resources switch to the standby node.

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## host name

A unique name assigned to each node of a network. The hosts file and DNS can be used to associate a host name with an IP address.

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## HTTP server

Abbreviation of "Hypertext Transfer Protocol Server". It refers to a Web server.

---

## installation directory

The path to the directory where fixed resources such as execution modules are installed.

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## job

Manages aspects of job execution performance, such as the number of concurrent jobs and the number of jobs awaiting execution. The following job management products are supported:

Systemwalker Operation Manager

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## log data (Troubleshoot)

Records more detailed information (about the operating system only) than that contained in the Manager database.

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## Manager

Collectively manages the information collected by agents for Agent-based Monitoring, agents for Agentless Monitoring and Proxy Managers. Manager can also act as a server for receiving information collected by Browser Agents and monitoring the operational status of services (HTTP/S, DNS, SMTP, or any port).

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## Monitoring window

One of the windows that makes up the Console.

The Monitoring window is made up of a summary display, which allows the user to quickly grasp the operation status of the entire system, and the Drilled-Down display, which displays detailed information when a problem occurs.

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## network

Manages aspects of network performance, such as the volume of traffic, the number of packets and the error count. The following network management products are supported:

Systemwalker Centric Manager

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## Operation Management Client

Connects to a Manager or Enterprise Manager to provide console functions for management and control. As well as being able to operate from a machine where an operation management client is installed, the person conducting operation management can also use a Web browser to connect to an operation management client from another machine to perform management operations.

Only Windows can be used as the operation platform. When the Manager or Enterprise Manager platform is Windows, Manager/Enterprise Manager and the operation management client can be installed on the same server.

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## original content

The original data content of a Web site that is compared with the current public content.

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## PDB

Abbreviation of "Performance Database". This database is used to collectively manage data relating to performance.

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## PDB commands

Commands related to a PDB. PDB commands such as following are available: CSV output command, user data input command, data deletion command and configuration information transfer command

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## policy definition information

Collection policies and threshold monitoring definitions that can be distributed by the policy distribution function.

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## policy distribution definition

Defines information about the server where policy definition information is to be distributed.

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## policy distribution function

This function operates on an operation management client. It distributes collection policies and threshold monitoring definitions to servers performing information collection and threshold monitoring, creates and deploys collection policies at destination servers, and conducts threshold monitoring.

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## policy distribution group

These groups are created when there are differences in the content of the policy definition information to be distributed.

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## policy management folder

The files needed for policy distribution are managed in individual policy management folders.

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## Proxy Manager

Provides relay functions between Managers and Agents. If Managers and Agents have been separated by a firewall, site security can be enhanced by placing a Proxy Manager on the site where the Agents reside. Proxy Managers also substitute for the role (normally performed by Managers) of the server that receives information collected by Browser Agents and monitors the operational status of services (HTTP/S, DNS, SMTP, any port).

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## public Web content

Content that is made available on a Web site.

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## Pull method

A mode of communication in which a Manager polls Agents or Proxy Managers and then pulls the performance data from them. (See also: Push method)

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## Push method

A mode of communication in which an Agent or Proxy Manager sends the performance data to a Manager.

Push method is the communication method normally used. (See also: Pull method)

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## redundancy

An operation mode in which two Managers monitor and manage the same system. This is a distributed operation mode that is effective when high Manager reliability is demanded and when identical resources need to be monitored and managed from a remote location.

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## report

This product can display collected performance information in various report formats according to the specific degree of information required and the purpose of the information.

The service level management function uses the Analysis/Planning window and the Scheduled Report window to display reports. The Analysis/Planning window allows reports to be displayed on demand. The scheduled report function automates report output on a daily, weekly, or monthly basis if the scheduled reports have been registered in the scheduler with report conditions.

The Web usage management function displays usage as a report.

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## resource

Resources are the systems, networks, applications, and other components that make up a business. In the case of a cluster system, the term also refers to clustered resources such as services, IP addresses and disks.

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## resource configuration information (MiddlewareConf.xml)

This file is created automatically when the sqcRPolicy (Server Resource Information Collection Policy Creation Command) or the sqcCtrlPolicy (Remote Policy Operation Command) (-e RP option) is executed.

After the resource configuration information file has been created with this command, it is possible to delete managed objects by editing the contents of the file.

---

## resource data

Detailed data that is collected for each resource

Performance information is collected at fixed intervals (for example, operating system information is collected at one minute intervals), and the resource data ("ten minute data", "one hour data" and "one day data") that is needed to display reports is then created based on the data that has been collected. (See also: summary data)

---

## resource ID

A unique identifier for identifying a record

In the case of process information, for example, the process name is used as the resource ID.

---

## response and managed object configuration information (ServiceConf.xml)

This file defines the managed objects when performing service operation management or end user response management.

---

## scenario

The service level management function provides various report formats according to the specific degree of information required and the purpose of the information.

The Analysis/Planning window and the scheduled report registration window provide a scenario for each purpose of operation. Checking the displayed reports in order allows analysis and planning to be performed in accordance with this purpose.

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## scheduled report

The service level management function allows performance information that has been collected by this product to be displayed using various report formats according to the information required and the purpose of the information. Scheduled reports are used in the periodic reporting and checking of service quality and in its planning.

Report criteria can be set up in advance and registered these with the scheduler in order to automatically output daily, weekly or monthly reports.

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## server performance management

Manages the performance of the operating system/kernel for each platform (Windows, Solaris, Linux).

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## service level management

The target of the Systemwalker Service Quality Coordinator is major classified into "service level management" and "Web usage management".

Refer to the Technical Guide for management types of "service level management".

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## service operation management

Manages the operational status of each service (HTTP/S, DNS, SMTP, or any port).

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## session

A series of accesses by a single client. It is an index of the number of people accessing a site. If the same client accesses a site multiple times and the access interval is less than 15 minutes, all those accesses are counted as a single session.

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## shared disk

A disk area used by both the active and standby nodes of a cluster system.

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## site access volume analysis

Analysis that focuses on the amount of access that a site receives.

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## site navigation analysis

Analysis that focuses on the users who access a site.

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## snapshot database

A file containing information about original content (URLs, hash values, etc.).

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## SQC extended log

Data that is collected in an SQC extended log file by SQC extended log collection.

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## SQC extended log collection

A function to collect and accumulate data that is not collected by any of the functions (such as a Web server) that make up a Web service.

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## SQC extended log file

The file where the SQC extended log collection function stores the SQC extended log.

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## standby node

The node in a cluster system where cluster services are not operating. When a fault occurs at the active node, operations switch to the standby node. (See also: active node)

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## storage

Manages aspects of storage performance, such as I/O, throughput, response and cache. The following storage management products are supported:

Systemwalker Resource Coordinator  
ETERNUS SF Storage Cruiser

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## summary data

Summarized data for gaining a general understanding of the state of the system (See also: resource data)

---

## summary display

This display function enables users to quickly comprehend the current status of the entire system.

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## Systemwalker Authentication Repository

Systemwalker authentication repository is a directory for managing user information (common user information) for system users.

Interstage Directory Service or Active Directory can be used for the Systemwalker authentication repository.

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## Systemwalker Common Users

A user for using management console (such as Web console and client console) of the Systemwalker products.

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## Systemwalker Service Quality Coordinator Enterprise Edition

Provides the functions of the Standard Edition as well as functions such as two-tier operation for large-scale systems; redundant operation and cluster operation for high-reliability systems; and support for large-scale virtual Web site systems containing more than 20 virtual domains. (See also: Systemwalker Service Quality Coordinator Standard Edition)

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## Systemwalker Service Quality Coordinator Standard Edition

Provides management functions in standard environments. (See also: Systemwalker Service Quality Coordinator Enterprise Edition)

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## Systemwalker Single Sign-On Agent

This agent evaluates the necessity of the user authentication. If the user authentication is necessary, this agent will request the authentication to the authentication server.

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## tamper monitoring

Provides functions that periodically inspect Web contents and detect tampering.

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## tamper monitoring agent

CGI that is invoked by a tamper monitoring program to access files containing public content and generate a message digest.

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## tamper monitoring environment definition file

A file containing settings relating to the environment definition of the content tamper monitoring function.

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## tamper monitoring settings file

A file containing settings relating to the objects monitored by the content tamper monitoring function

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## tampering

The act of accessing a computer via a network and altering the information contained in Web pages, access logs, etc., without the permission of the administrator.

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## threshold

A value used to monitor the performance of a system or application.

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## usage analysis

Supports the provision of products and services that meet customer needs by analyzing Website usage from a variety of viewpoints.

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## usage analysis functions

Functions for analyzing Web services.

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## usage database

A database containing core data for analyzing usage.

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## usage database reference engine

One of the usage analysis functions. It operates on the machine where this product is installed and retrieves data from the usage database in response to requests from the Analysis window.

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## usage database registration engine

One of the usage analysis functions. It operates on the machine where this product is installed and extracts data from the logs of the various functions (Web server, etc.) making up a Web service and stores this data in the usage database.

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### user data management

Manages user-specific data (in CSV format), such as job data and system operational data.

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### variable file storage directory

The path to the directory used to store files that are changed or referenced during operation.

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### Web page display response

The time taken for content to be displayed in a Web browser.

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### Web server

An HTTP server.

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### Web transaction management

Manages the number of requests to the Web system, and the response times for each request.

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### Web usage management

The target of the Systemwalker Service Quality Coordinator is major classified into "service level management" and "Web usage management".

Refer to the User's Guide (Website Management Functions Edition) for information on these functions.