



# vFoglight™ 5.2.4.5

Cartridge For Chargeback  
Reference Guide



## © 2009 Quest Software, Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software, Inc.

If you have any questions regarding your potential use of this material, contact:

Quest Software World Headquarters

LEGAL Dept

5 Polaris Way

Aliso Viejo, CA 92656

[www.quest.com](http://www.quest.com)

email: [legal@quest.com](mailto:legal@quest.com)

Refer to our Web site for regional and international office information.

## Trademarks

Quest, Quest Software, the Quest Software logo, Aelita, Akonix, Akonix L7 Enterprise, Akonix L7 Enforcer, AppAssure, Benchmark Factory, Big Brother, DataFactory, DeployDirector, ERDisk, Foglight, Funnel Web, I/Watch, Imceda, InLook, IntelliProfile, InTrust, Invertus, IT Dad, I/Watch, JClass, Jint, JProbe, LeccoTech, LiteSpeed, LiveReorg, MessageStats, NBSpool, NetBase, Npulse, NetPro, PassGo, PerformaSure, Quest Central, SharePlex, Sitraka, SmartAlarm, Spotlight, SQL LiteSpeed, SQL Navigator, SQL Watch, SQLab, Stat, StealthCollect, Tag and Follow, Toad, T.O.A.D., Toad World, vANALYZER, vAUTOMATOR, vCONTROL, vCONVERTER, vEssentials, vFOGLIGHT, vOPTIMIZER, vRANTER PRO, vReplicator, Vintela, Virtual DBA, VizionCore, Xaffire, and XRT are trademarks and registered trademarks of Quest Software, Inc in the United States of America and other countries. Other trademarks and registered trademarks used in this guide are property of their respective owners.

## Disclaimer

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST'S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

## License Credits and Third Party Information

To view license credit information, click the License Credits link on the Welcome to vFoglight online help page.

**Reference Guide**  
**March 2009**  
**Version 5.2.4.5**

# Table of Contents

<b>Introduction to this Guide .....</b>	<b>5</b>
About vFoglight .....	6
About this Guide.....	6
vFoglight Documentation Suite .....	6
Core Documentation Set .....	7
Cartridge Documentation Sets .....	8
Feedback on the Documentation.....	8
Text Conventions .....	9
About Vizioncore Inc. ....	9
Contacting Vizioncore.....	10
Contacting Vizioncore Support.....	10
Contacting Quest Support .....	10
<b>Introduction to Views.....</b>	<b>13</b>
Overview of Views.....	14
<b>vFoglight Cartridge for Chargeback Views .....</b>	<b>15</b>
vFoglight Cartridge for Chargeback Views.....	16
Tasks.....	17
Chargeback Reports.....	22
Chargeback Alerts.....	23
Managing Tiers and Hosts Using the vFoglight Action Panel.....	23
Assigning Tiers to One or More Hosts.....	26
Defining Tiers and Rates .....	27
Editing Tiers.....	29
Changing the Currency Definition.....	29
Host Analysis Chart .....	30

4 | vFoglight Cartridge for Chargeback  
Reference Guide

Services Analysis Chart ..... 30

**Index** ..... **31**

# Introduction to Views

vFoglight ships with predefined views to help you monitor your application server environment. This chapter provides an overview of vFoglight views.

This section contains the following topics:

<a href="#">Overview of Views</a> .....	14
-----------------------------------------	----

## Overview of Views

vFoglight displays monitoring data in views that group, format, and display data. The main types are described below. Dashboards are top-level views that do not receive data from other views. Dashboards usually contain a number of lower-level views. The dashboards supplied with vFoglight, as well as those created by users, are available in the navigation panel. Lower-level views in vFoglight can be added to dashboards or can be accessed by drilling down from a dashboard. They receive and display data directly from the vFoglight or from other views. Some views filter or select data that appears in other views in the same dashboard. Some are tree views with expandable nodes for selecting servers, applications, or data.

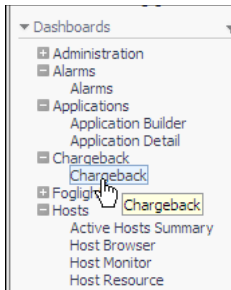
# vFoglight Cartridge for Chargeback Views

This chapter provides an overview of the vFoglight Cartridge for Chargeback views and the procedures to tailor those views available to customize for individual reporting needs. This section contains the following topics:

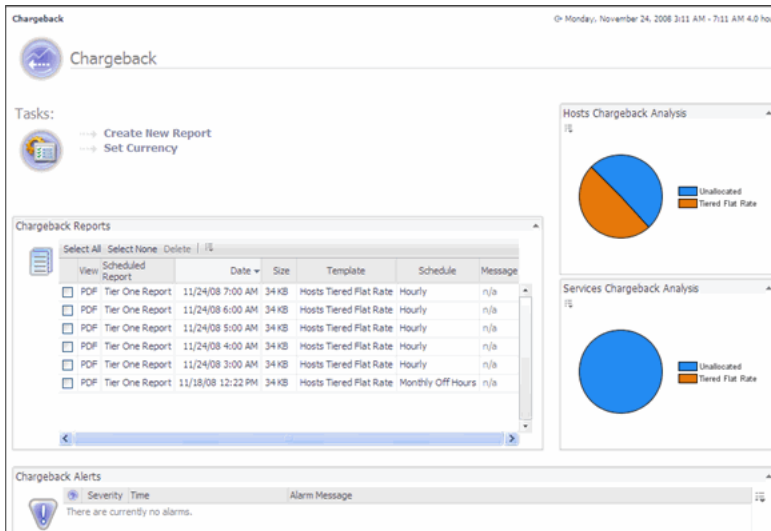
[vFoglight Cartridge for Chargeback Views](#) ..... 16

## vFoglight Cartridge for Chargeback Views

When the vFoglight Cartridge for Chargeback is installed and enabled in vFoglight, the application component appear in Dashboards under Chargeback.



Clicking on **Chargeback** displays the Chargeback dashboard.





This dashboard contains the following views:

- [Tasks](#)
- [Chargeback Reports](#)
- [Chargeback Alerts](#)
- [Host Analysis Chart](#)
- [Services Analysis Chart](#)

## Tasks

In the Tasks view, you can:

- [Set Currency](#)
- [Creating New Reports](#)

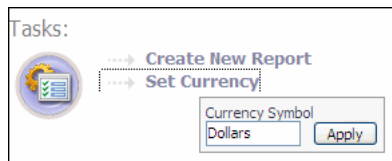
### Set Currency

Set Currency allows you to set labels for the unit of currency you are working with.

---

**Note** This value is not a currency value. It is a label assigned to the metrics being gathered.

---

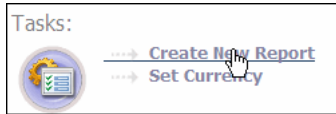


### Creating New Reports

The Create New Report wizard allows you to create a Chargeback report based on a selected service using a three-step wizard.

To create a Chargeback report:

- 1 Click **Create New Report**.



The Create New Report wizard displays.

- 2 Enter the desired name in Report Name.

 A screenshot of a form with the label 'Report Name:' above a text input field. The input field contains the text 'Tier One Report'.

- 3 Select the desired service. The selected service must contain at least one host.

If the desired service is not present, use Service Builder to create the desired service. Please refer to the *vFoglight User Guide* for procedures on using Service Builder.

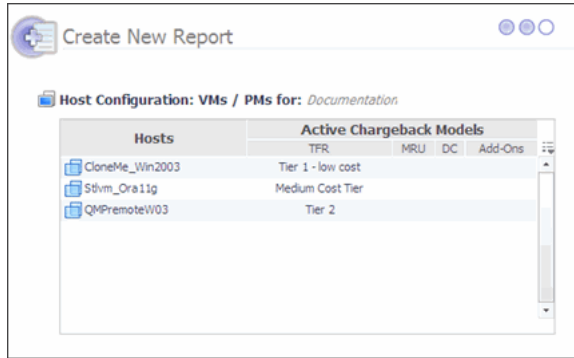
 A screenshot of a 'Select A Service' dialog box. It contains a table with the following data:
 

Service Name	Description	Updated	Hosts
Hosts	The Hosts service contains groupings of ...	11/17/08 2:37 PM	-
ChargeBack	test	11/18/08 9:58 AM	-
Documentatio	test	11/18/08 9:59 AM	3
Doc Test Two	test report on tiers	11/18/08 11:25 ...	-

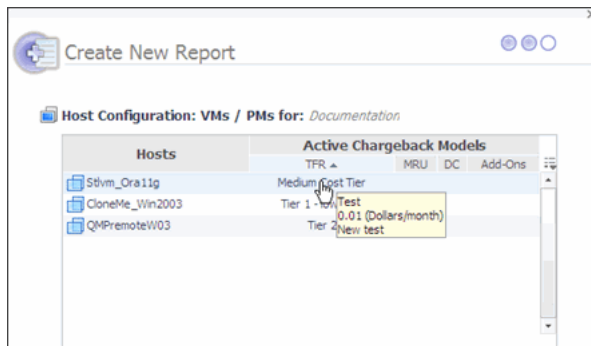
 A mouse cursor is pointing at the 'test' description in the 'ChargeBack' row.

- 4 Click **Next**.

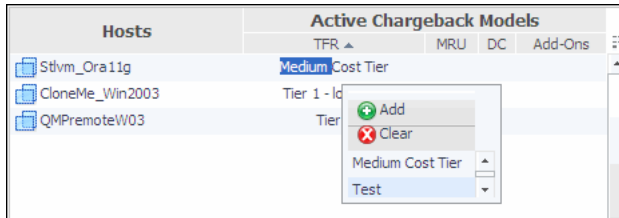
The Host Configuration Virtual Machines (VMs)/Physical Machines (PMs) view displays. From this view, you can add or edit Chargeback hosts.



- To add or edit a host's tiered flat rate settings, click the entry in the tiered flat rate (TFR) column to edit.



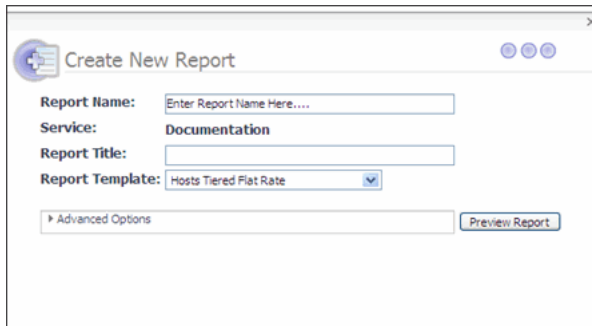
A pop-up displays allowing you to add, delete, or change the tier assignment.



- **Add:** Adds a tier.
  - **Clear:** Clears a tier.
  - **Scroll-down Bar:** Allows you to scroll down to assign a different model.
- 6 Perform the desired changes.
  - 7 Click **Next**.

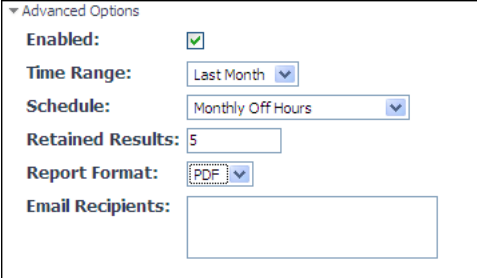
Step three of the wizard displays.

- 8 The Create New Report dialog allows you assign a name, assign a title, select the report template, and preview the report if desired.



- **Report Name:** The name of the report that displays in Report Manager.
- **Service:** The name of the service selected in step one of the wizard.
- **Report Title:** The title text of the report itself.
- **Report Template:** Allows you to select the type of report to generate:
  - **Hosts Tiered Flat Rate:** A chargeback report showing the monthly cost of each host in the given service or list based on the Tiered Flat Rate Chargeback model.

- **Unassigned Hosts Tiered Flat Rate:** A report showing all hosts in the system that do not have a Tiered Flat Rate assigned to them.
- **Host Assigned to Disabled Tiers:** A report showing hosts that are assigned to tiers that are no longer active.
- **Advanced Options:**



Advanced Options

**Enabled:**

**Time Range:** Last Month

**Schedule:** Monthly Off Hours

**Retained Results:** 5

**Report Format:** PDF

**Email Recipients:**

- **Enabled:** Enables the report to run (default).
- **Time Range:** Sets the time range of the report.
- **Schedule:** When and how frequently the report runs.
- **Retained Results:** The number of reports retained in the system as the report's schedule repeats. For example, if you run ten reports, the last five reports are retained.
- **Report Format:** Desired report format (the default is PDF).
- **Email:** List of email recipients the report can be sent to. One email address per line.

---

**Note** vFoglight mail server setup must be configured for the email function to work. Refer to the vFoglight Administration Guide for procedures to configure email settings.

---

- **Preview Report:** Displays the report in the format selected, but does not schedule the report in the Report Manager. This allows you to review report contents without actually creating a report in the system.
- 9 Click **Finish**.

This creates a new report in the Report Manager which runs according to the schedule that was set. If you want to run the report immediately, select the report from the vFoglight Report Manager and click **Run Now**.

---

**Note** The report does not display in the Chargeback dashboard until it runs according to its schedule in the Report Manager.

---

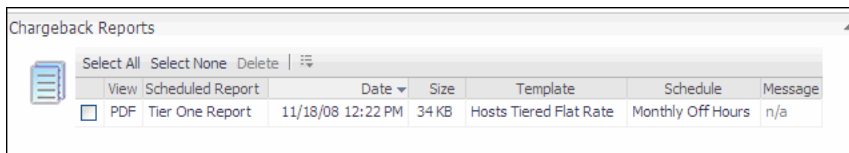
## Chargeback Reports

Chargeback Reports displays the list of Chargeback reports that have already run.

---

**Note** If you have just created a report, but not yet run, the report does not show up in this list.

---



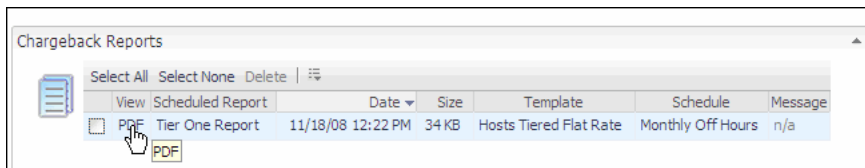
The screenshot shows a web interface titled "Chargeback Reports". At the top, there are controls: "Select All", "Select None", "Delete", and a refresh icon. Below this is a table with the following columns: "View", "Scheduled Report", "Date", "Size", "Template", "Schedule", and "Message". A checkbox is visible under the "View" column for the first row.

View	Scheduled Report	Date	Size	Template	Schedule	Message
<input type="checkbox"/>	Tier One Report	11/18/08 12:22 PM	34 KB	Hosts Tiered Flat Rate	Monthly Off Hours	n/a

The table control allows you to enable or disable columns in the table.

*To view a Chargeback Report:*

- 1 Click on the **PDF** for the report you want to view.



This screenshot is identical to the previous one, but a mouse cursor is pointing at the "PDF" icon located below the "View" checkbox in the first row of the table.

- 2 The report displays.

---

**Note** Closing the browser closes vFoglight. Use the back arrow to return to vFoglight.

---

**Tier Flat Rate Report QAService01**  
Oct 23, 2008 - Nov 23, 2008 1.0 month

Tier Definitions						
Tier	Description					Rate
T1	T1 Description					26.99 (Dollars/Month)
T2	T2 Description					48.95 (Dollars/Month)
T3	T3 Description					75.90 (Dollars/Month)
T4	T4 Description					98.81 (Dollars/Month)
T5	T5 Description					121.21 (Dollars/Month)


  

Host Name	Host Type	Processors	Memory	Storage	Current Tier	Rate
10.4.45.100	VMWBSSXServer	4	16.0 GB	-	T5	121.21 (Dollars/month)
CloseMe_W03	VMWVirtualMachine	0	-	15.0 GB	T1	26.99 (Dollars/month)
CloseMe_Win2003	VMWVirtualMachine	0	-	15.0 GB	T3	75.90 (Dollars/month)
CloseMe_XP	VMWVirtualMachine	0	-	-	T1	26.99 (Dollars/month)
5dL.Fog42x	VMWVirtualMachine	0	-	15.0 GB	OTF 1	25.99 (Dollars/month)
stlvm_wis2008	VMWVirtualMachine	0	-	15.0 GB	T2	48.95 (Dollars/month)
STLVMKH01	VMWVirtualMachine	2	-	15.0 GB	T4	98.81 (Dollars/month)
stlvmkh01.dev.quest.com	Host	0	-	-	T5	121.21 (Dollars/month)
STLVMKH02	VMWVirtualMachine	2	-	15.0 GB	T4	98.81 (Dollars/month)

Number of Hours: 9  
Total Cost: 644.86 (Dollars)

## Chargeback Alerts

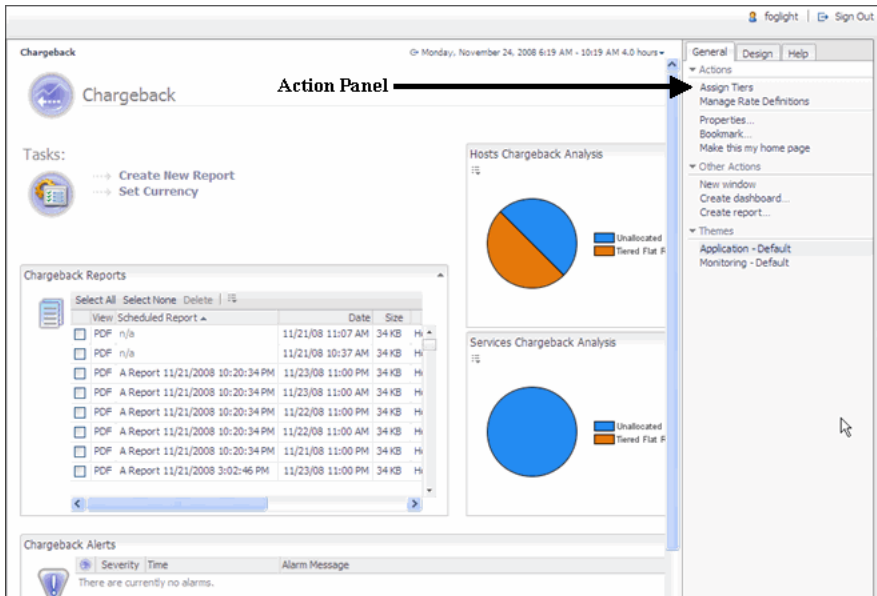
Chargeback Alerts displays a view of generated Chargeback alerts.

Chargeback Alerts		
Severity	Time	Alarm Message
 There are currently no alarms.		

## Managing Tiers and Hosts Using the vFoglight Action Panel

From the vFoglight Action Panel, you can:

- Add tiers
- Assign tiers to one or more hosts
- Define tiers and rates

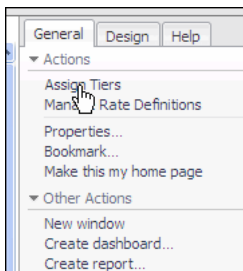


## Adding Tiers

There are two ways to add tiers:

- From the Create New Report wizard in step two,
- or
- Using the assigned tiers feature using the General tab in vFoglight.

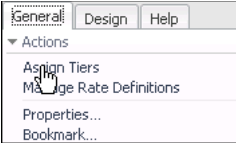
This procedure provides instruction on adding a tier using the General tab. New tiers are added by clicking the **General** tab on the right-hand slide out panel in vFoglight, then clicking **Assign Tiers**.



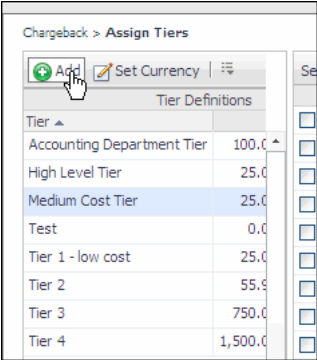


To add a tier:

- 1 Click **Assign Tiers**.

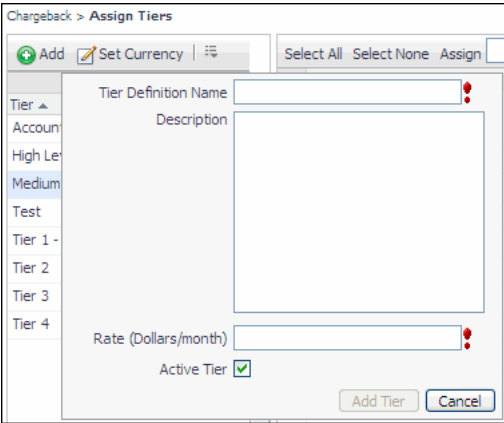


- 2 Click **Add**.



A popup displays, allowing you to create a new tier.

- 3 Fill in the fields.



- **Tier Definition Name:** Name assigned to the tier.

- **Description:** Description of the tier.
  - **Rate (Dollars/month):** Dollar rate assigned to the tier.
  - **Active Tier Checkbox:** Checking this makes the tier active.
- 4 Fill in the required fields.
  - 5 Click **Add Tier**.

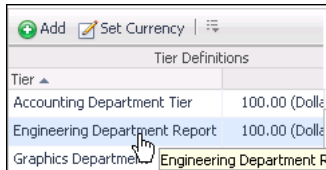
The tier is created and is available for selection when using the wizard.

## Assigning Tiers to One or More Hosts

After creating tiers, hosts must be assigned. In the Assign Tiers view, you can set up a single or multiple hosts.

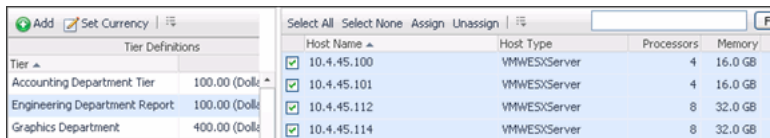
*To assign tiers to hosts:*

- 1 Select the tier you wish to assign the hosts to.



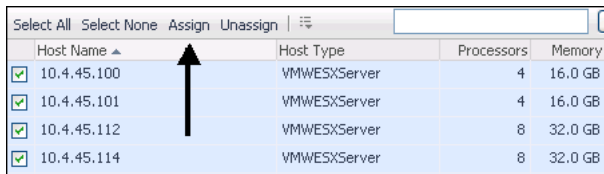
Tier Definitions	
Tier	Rate
Accounting Department Tier	100.00 (Dollars)
Engineering Department Report	100.00 (Dollars)
Graphics Department	400.00 (Dollars)

- 2 Select the desired host(s) for the selected tier.



Tier Definitions		Hosts			
Tier	Rate	Host Name	Host Type	Processors	Memory
Accounting Department Tier	100.00 (Dollars)	<input checked="" type="checkbox"/>	10.4.45.100	VMWESXServer	4 16.0 GB
Engineering Department Report	100.00 (Dollars)	<input checked="" type="checkbox"/>	10.4.45.101	VMWESXServer	4 16.0 GB
Graphics Department	400.00 (Dollars)	<input checked="" type="checkbox"/>	10.4.45.112	VMWESXServer	8 32.0 GB
		<input checked="" type="checkbox"/>	10.4.45.114	VMWESXServer	8 32.0 GB

- 3 Click **Assign**.



Tier Definitions		Hosts			
Tier	Rate	Host Name	Host Type	Processors	Memory
Accounting Department Tier	100.00 (Dollars)	<input checked="" type="checkbox"/>	10.4.45.100	VMWESXServer	4 16.0 GB
Engineering Department Report	100.00 (Dollars)	<input checked="" type="checkbox"/>	10.4.45.101	VMWESXServer	4 16.0 GB
Graphics Department	400.00 (Dollars)	<input checked="" type="checkbox"/>	10.4.45.112	VMWESXServer	8 32.0 GB
		<input checked="" type="checkbox"/>	10.4.45.114	VMWESXServer	8 32.0 GB

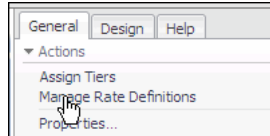
The hosts are assigned.

## Defining Tiers and Rates

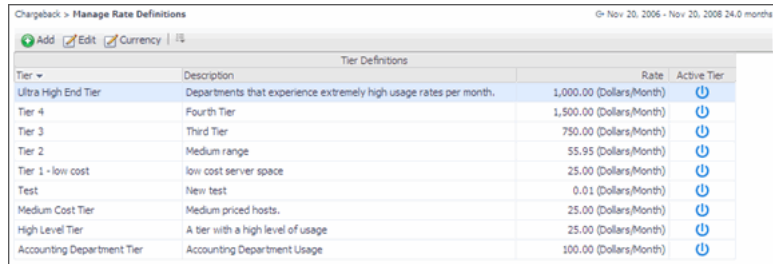
You can define tiers and rates using the General tab from the Action Panel.

*To define tiers and rates:*

- 1 Click **Manage Rate Definitions** in the General tab of the Action Panel.



The Manage Rate Definitions view displays.

A screenshot of the 'Manage Rate Definitions' view. The title bar shows 'Chargeback > Manage Rate Definitions' and a date range 'Nov 20, 2006 - Nov 20, 2008 24.0 months'. Below the title bar are icons for 'Add', 'Edit', and 'Currency'. The main content is a table titled 'Tier Definitions' with columns for 'Tier', 'Description', 'Rate', and 'Active Tier'.

Tier	Description	Rate	Active Tier
Ultra High End Tier	Departments that experience extremely high usage rates per month.	1,000.00 (Dollars/Month)	U
Tier 4	Fourth Tier	1,500.00 (Dollars/Month)	U
Tier 3	Third Tier	750.00 (Dollars/Month)	U
Tier 2	Medium range	55.95 (Dollars/Month)	U
Tier 1 - low cost	low cost server space	25.00 (Dollars/Month)	U
Test	New test	0.01 (Dollars/Month)	U
Medium Cost Tier	Medium priced hosts.	25.00 (Dollars/Month)	U
High Level Tier	A tier with a high level of usage	25.00 (Dollars/Month)	U
Accounting Department Tier	Accounting Department Usage	100.00 (Dollars/Month)	U

- 2 From the Manage Rate Definitions view, you can:

- Add a new tier
- Edit a tier
- Change the currency definition

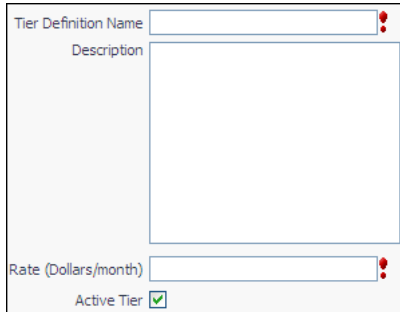
## Adding a New Tier

New tiers can be added from either the Manage Rate Definitions or the Assign Rate screens.

*To add a new tier:*

- 1 To add a new tier, click **Add**.

A popup displays allowing you to create a new tier.



The image shows a form for defining a tier. It contains the following fields:

- Tier Definition Name:** A text input field with a red exclamation mark icon on the right, indicating it is a required field.
- Description:** A large text area for providing a description of the tier.
- Rate (Dollars/month):** A text input field with a red exclamation mark icon on the right, indicating it is a required field.
- Active Tier:** A checkbox that is currently checked, indicating the tier is active.

- **Tier Definition Name:** Name assigned to the tier.
  - **Description:** Description of the tier.
  - **Rate (Dollars/month):** Dollar rate assigned to the tier. The rate can be changed to the appropriate currency if required.
  - **Active Tier:** Checking this makes the tier active.
- 2 Fill in the required fields.
  - 3 Click **Add Tier**.

## Editing Tiers

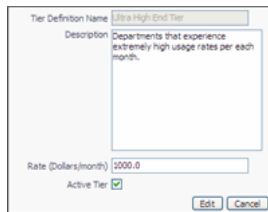
Using the Manage Rate Definitions feature, you can edit tiers that are already created.

*To edit tiers:*

- 1 Click **Edit**.



The edit popup displays.

A screenshot of the 'Edit Tier' popup form. The form has the following fields:

- 'Tier Definition Name' with the value 'Ultra High End Tier'.
- 'Description' with the text 'Departments that experience extremely high usage rates per each month.' (Note the typo 'Departments').
- 'Rate (Dollars/month)' with the value '1000.0'.
- 'Active Tier' with a checked checkbox.

At the bottom right of the form are 'Edit' and 'Cancel' buttons.

- 2 Make the required edits.
- 3 Click **Edit**.

The edits take effect in the Managing Rate Definitions view.

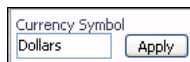
## Changing the Currency Definition

You may need to change the currency definition of your tiers, for example, from dollars to Euros.

*To change the currency definition:*

- 1 Click **Currency**.

The Currency Symbol popup displays.

A screenshot of the 'Currency Symbol' popup form. It has a text input field containing 'Dollars' and an 'Apply' button to its right.

- 2 Enter the required currency.

### 3 Click **Apply**.

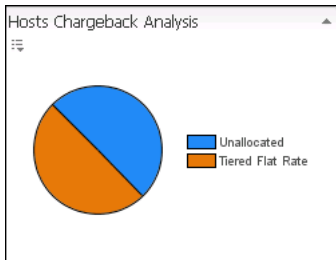
---

**Note** Changing the currency symbol affects on the text of the currency entered. It does not convert currency.

---

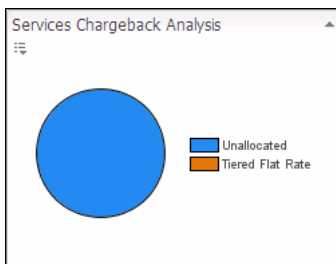
## Host Analysis Chart

Displays the ratio of unallocated to allocated hosts configured for chargeback.



## Services Analysis Chart

Displays the ratio of unallocated services versus the allocated services configured for chargeback.



# Index

## A

about vFoglight 6

## C

cartridge 8

Chargeback Alerts 23

contacting Quest 10

core 7

Creating New Reports 17

## D

documentation 6, 7, 8

## F

feedback 8

## H

Host Analysis Chart 30

## M

### Managing Tiers

Adding Tiers 24

Assigning Tiers to One or More Hosts 24, 26

Defining Tiers and Rates 26

Editing Tiers 29

## S

Services Analysis Chart 30

Setting Currency 17

suite 6

support 10

## T

Tasks 17

technical support 10

text conventions 9

## V

Viewing Chargeback Reports 22