

HP Business Service Management

for the Windows operating system

Software Version: 9.03

Business Process Monitor Administration

Document Release Date: July 2011

Software Release Date: July 2011



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Welcome to This Guide

This guide provides detailed instructions on how to deploy and administer the HP Business Process Monitor data collector.

This chapter includes:

- ▶ How This Guide Is Organized on page 11
- ▶ Who Should Read This Guide on page 14
- ▶ How Do I Find the Information That I Need? on page 14
- ▶ Additional Online Resources on page 15
- ▶ Documentation Updates on page 16

How This Guide Is Organized

The guide contains the following chapters:

Chapter 1 Introducing Business Process Monitor

Introduces Business Process Monitor and the Business Process Monitor Admin tool.

Chapter 2 Deploying Business Process Monitor

Describes how to install Business Process Monitor on a Windows platform.

Chapter 3 Working with Business Process Monitor

Provides information on Business Process Monitor functioning, and describes how to access and navigate in Business Process Monitor Admin.

Chapter 4 Business Process Monitor Tree Pane

Describes how to work with the Business Process Monitor tree and view the various Business Process Monitor entities.

Chapter 5 Business Process Monitor Host Page

Describes the functionality available from the Business Process Monitor Host page in Business Process Monitor Admin.

Chapter 6 Instance Page

Describes how to administer and monitor the Business Process Monitor instance from the Instance page.

Chapter 7 Application Page

Describes how to monitor the applications for each Business Process Monitor instance from the Application page.

Chapter 8 Business Transaction Flow Page

Describes how to monitor the business transaction flow for each Business Process Monitor instance from the Business Transaction Flow page.

Chapter 9 Business Transaction Page

Describes how to view details of the transactions included in a business transaction flow from the Business Transaction page.

Chapter 10 Top Bar

Describes how to administer Business Process Monitor using the additional tools and actions available from the Top Bar's drop-down menus. Also describes the Help options for Business Process Monitor Admin.

Chapter 11 Task Reports

Describes the task reports you can generate from Business Process Monitor Admin.

Chapter 12 Run Schedules and Orders

Describes how to work with the schedules and running orders for Business Process Monitor run units.

Chapter 13 Business Process Monitor Configuration Files

Describes configurable file parameters for Business Process Monitor and Business Process Monitor Admin.

Chapter 14 Advanced Configuration Options

Describes configurable options for Business Process Monitor and Business Process Monitor Admin.

Chapter 15 Workspace Directory and Log Files

Describes the logs and files that relate to running Business Process Monitor.

Chapter 16 Planning Business Process Monitor Capacity

Describes factors that influence a Business Process Monitor's load and capacity.

Who Should Read This Guide

This guide is intended for the following users of HP Business Service Management:

- ▶ HP Business Service Management administrators
- ▶ HP Business Service Management data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration, scripting, and HP Business Service Management data collectors.

How Do I Find the Information That I Need?

This guide is part of the HP Business Service Management Documentation Library. This Documentation Library provides a single-point of access for all Business Service Management documentation.

You can access the Documentation Library by doing the following:

- ▶ In Business Service Management, select **Help > Documentation Library**.
- ▶ From a Business Service Management Gateway Server machine, select **Start > Programs > HP Business Service Management > Documentation**.

Additional Online Resources

Troubleshooting & Knowledge Base accesses the Troubleshooting page on the HP Software Support Web site where you can search the Self-solve knowledge base. Choose **Help > Troubleshooting & Knowledge Base**. The URL for this Web site is <http://h20230.www2.hp.com/troubleshooting.jsp>.

HP Software Support accesses the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose **Help > HP Software Support**. The URL for this Web site is www.hp.com/go/hpsoftwaresupport.

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1

Introducing Business Process Monitor

This chapter includes:

- Business Process Monitor on page 18
- Business Process Monitor Admin on page 20

Business Process Monitor

Business Process Monitor is one of the HP Business Service Management data collectors. Business Process Monitor proactively monitors enterprise applications in real time, identifying performance and availability problems before users experience them. It enables you to monitor sites from various locations, emulating the end-user experience, and so assess site performance from different client perspectives.

You install Business Process Monitor on host machines on your local network or on the Internet. Once installed, Business Process Monitor runs independently as a service on the host machine. You generally deploy Business Process Monitors on multiple host machines, but you can also use each Business Process Monitor installed on a host machine as the basis for many logical Business Process Monitor instances. For example, you may want to use each instance on the host machine to run tests for a different division of your organization, or use duplicate instances during the staging period for HP Business Service Management upgrade to communicate with the different HP Business Service Management versions.

Each instance can be connected to a different HP Business Service Management platform, or there may be several instances connected to a single HP Business Service Management platform (using a unique logical host name for each).

After installing Business Process Monitor on a machine, the machine is added to the list of data collectors in HP Business Service Management End User Management Administration. Each additional Business Process Monitor instance that you define is also added to the list of available data collectors. Each Business Process Monitor can then be designated as a host for your applications and business transaction flows, which are defined in End User Management Administration. For details on creating and managing applications and business transaction flows, see "Business Process Monitor Administration User Interface" in *Using End User Management*.

Business Process Monitor monitors applications by executing the tasks specified in the applications and business transaction flows. This includes running scripts (transaction monitors) and collecting transaction performance data (application response time and availability), and running WebTrace and collecting server/network performance data. Performance data is collected from various points throughout the infrastructure, as well as from external locations. Business Process Monitor also reports error information during the execution of the tasks.

Business Process Monitor sends the collected data to HP Business Service Management, where you can use the applications to view and analyze the data, in order to monitor the performance of your business applications and infrastructure.

In general, Business Process Monitors do not require configuration and administration. Where configuration or troubleshooting is required, you generally access the Web-based Business Process Monitor Admin tool, described in "Business Process Monitor Admin" on page 20. In addition, certain configuration changes can be made directly in the Business Process Monitor files, as described in "Business Process Monitor Configuration Files" on page 217.

Business Process Monitor can be installed on the Windows operating system. For details on system requirements, see "System Requirements" on page 22.

Business Process Monitor Admin

You use the Web-based Business Process Monitor Admin for managing and monitoring all Business Process Monitor instances on the machine, and for customizing Business Process Monitor settings. Business Process Monitor Admin is installed on the host machine during Business Process Monitor installation.

Business Process Monitor Admin manages the run of Business Process Monitor on the host machine. You can configure new instances, and then modify settings and view activity for each Business Process Monitor instance. You can also use Business Process Monitor Admin to view transaction and page component breakdown for Web based scripts, transaction and component breakdown for non-Web based (TCP) scripts, and to view reports for WebTrace requests.

All Business Process Monitor Admin events are reported to a log file.

For details on accessing and working with Business Process Monitor Admin, see "Working with Business Process Monitor" on page 77.

2

Deploying Business Process Monitor

This chapter includes:

- About Business Process Monitor Deployment on page 22
- System Requirements on page 22
- Requirements for Installation on page 25
- Installing Business Process Monitor on a Windows Platform on page 30
- Business Process Monitor Configuration Wizard on page 42
- Running a Silent Installation on page 57
- Uninstalling Business Process Monitor on page 70
- Deployment Troubleshooting on page 72

Note: If you are installing a service pack, before beginning the installation, review the information in the HP Business Service Management Readme file for any last minute notes and limitations for the service pack. Failure to follow procedures listed in the Readme could result in unexpected data loss or failure of the installation process.

About Business Process Monitor Deployment

You install Business Process Monitor on designated host machines running on Windows platforms. The machines can be located on your local network or on the Internet, and must have http or https access to the HP Business Service Management Gateway Server. Business Process Monitor includes Business Process Monitor Admin, which is the Business Process Monitor management component.

The number and locations of host machines you use should reflect factors such as the number of transactions you plan to run, the geographic dispersion of typical end-users who access your application, the location of remote servers, the locations of ISPs that provide connectivity to your Web site, and so forth. You can always install Business Process Monitor on additional host machines at a later time.

If you are using secure communication (over SSL) between Business Process Monitor and the Gateway Server, you must configure Business Process Monitor to support https communication. For details, see "Communication Using SSL" on page 274.

Note: Business Process Monitor 9.03 works with Business Service Management versions 7.x and later.

System Requirements

This section describes the hardware and system requirements for running Business Process Monitor.

This section includes the following topics:

- ▶ "Windows Hardware and Operating System" on page 23
- ▶ "Other System Requirements" on page 24
- ▶ "Business Process Monitor on Virtual Platforms" on page 24

Windows Hardware and Operating System

| Component | Minimum | Recommended | High Volume Loaded Systems |
|------------------|--|--------------------|--|
| Processor | 3.00 GHz | 3.00 GHz or higher | At least Intel(R) Core(TM)2 DUO CPU 2.40 GHz |
| Memory | 1 GB | 2 GB | 4 GB |
| Cache Size | N/A | N/A | At least 4 MB L2 cache |
| Operating System | <ul style="list-style-type: none"> ▶ Windows Server 2008 64 bit standard/enterprise/R2 editions (Service Pack 2) ▶ Windows 7 32/64 bit (Service Pack 1) ▶ Windows Vista 32/64 bit (Service Pack 2) ▶ Windows 2003 32 bit Server standard/enterprise editions (Service Pack 2, Service Pack 2–Release 2) ▶ Windows XP Professional 32 bit (Service Pack 3) <p>Note: For notes and limitations on installing and running Business Process Monitor on specific Windows platforms, see:</p> <ul style="list-style-type: none"> ▶ "Notes and Limitations for Business Process Monitor on Windows Vista" on page 91. ▶ "Notes and Limitations for Business Process Monitor on Windows 7" on page 92. ▶ "Notes and Limitations for Business Process Monitor on Windows 2008" on page 92. | | |

Note: For additional details on sizing for high volume loaded systems, see "Planning Business Process Monitor Capacity" on page 289.

Other System Requirements

| Component | Minimum |
|---------------------------------------|--|
| Free Hard Disk Space | Minimum 2.0 GB (If the application files and workspace directory are stored on different drives, the application files require a minimum of 500 MB and the workspace directory requires a minimum of 1 GB. The required amount of free disk space for the workspace directory varies according to the scale of the implementation. In addition, an extra 500 MB in the temp folder is required for the extraction of the installation files.) |
| Web Browser | Internet Explorer (IE) 7.0 and later |
| Support for WebTrace over Modem | All supported platforms |
| Java JDK (including the Java Plug-in) | Version 6u20 and later |

Note: The online documentation is best viewed from a browser with Java support. If you do not have Java support on your browser, then you should download the Sun Java plug-in from the Sun Java Web site: <http://java.com/en/index.jsp>.

Business Process Monitor on Virtual Platforms

The key to effective performance benchmarking and service level management is having a consistent and reliable monitoring foundation. Consistency provides a basis for long term trending of metrics, comparison of metrics from one period to another, and the eventual support of contractual obligations associated with Service Level Management. It is acceptable to have the metrics vary from the actual performance as long as they are consistent. If the metrics are not consistent in their variation or

relation to the actual business service, then they cannot be used for production monitoring or performance analysis because no appropriate baseline will compensate for the variations. For this reason, response time metrics are not reliable on virtual environments such as VMware and it is recommend against using shared dynamic environments where resource contention issues can occur.

Note: HP will not address or resolve any support issues arising from Business Process Monitors running in a VMware environment.

If you are deploying HP Business Process Monitor on a virtual platform, the sizing guidelines for a regular installation are not applicable. The following general limitations and recommendations are applicable to an installation on a virtual machine:

- ESX 3.5 over Windows 2003 SP2 32 bit is the only tested configuration.
- A Gigabit network card should be used.
- VMotion and DRS are not supported.
- The total amount of configured resources for all the virtualized environments within the same ESX server (for example, memory or CPU) must not exceed the ESX server's physical resources.

Requirements for Installation

The following topics discuss the requirements and limitations for installation:

- "General Installation Information" on page 26
- "Details Required During Installation" on page 28
- "Notes and Limitations" on page 29

General Installation Information

- ▶ The Business Process Monitor installation program can be accessed from one of the following locations:
 - ▶ The Downloads page in HP Business Service Management Platform Administration.
 - ▶ For versions delivered on DVD, in the Data Collectors and Components directory on the HP Business Service Management DVD. Run the required setup program directly from the DVD.

For details on the contents of the Data Collectors and Components directory on the HP Business Service Management DVD, see the *HP Business Service Management Deployment Guide* PDF, part of the HP Business Service Management Documentation Library.

Note: For the Business Process Monitor (or any other data collector) setup files to be available on the Downloads page, they must first be installed in HP Business Service Management.

For details on installing the data collector setup files, see the *HP Business Service Management Deployment Guide* PDF, part of the HP Business Service Management Documentation Library.

- ▶ You can upgrade to Business Process Monitor 9.03 from Business Process Monitor 6.5 or later. To upgrade to Business Process Monitor 9.03 from a version of Business Process Monitor earlier than 6.5, first upgrade to Business Process Monitor 6.5 or later, and then to Business Process Monitor 9.03.
- ▶ Upgrading to Business Process Monitor 9.03 requires you to uninstall the previous version of Business Process Monitor, but provides the option of retaining the existing configuration settings.

- ▶ If you change the HP Business Service Management machine to which a Business Process Monitor connects (for example, if you use staging during a Business Service Management upgrade) you must redirect the Business Process Monitor to the new machine. For details, see "Component and Data Upgrade and Limitations" in the *HP Business Service Management Deployment Guide* PDF.
- ▶ During a new installation (with no saved configuration settings), you specify if you want the data collection mechanism used by Business Process Monitor to run as the system (root) user or as a specific user. Running it as a specific user limits access to resources, settings, and applications located on the local machine. (This may not be true for resources located on remote machines, where a specific user may have different privileges than the local system user.) Note that after installation, you can configure this setting from within Business Process Monitor Admin. For details, see "Set User Credentials" on page 112.
- ▶ Users with advanced knowledge of HP Business Service Management can install Business Process Monitor using a silent installation procedure. For details, see "Running a Silent Installation" on page 57.
- ▶ For last-minute technical and troubleshooting information for Business Process Monitor, refer to the readme file available in:
 - ▶ the release download area, for Web delivery versions.
 - ▶ the HP Software Product Manuals site on the HP Software Support Web site (h20230.www2.hp.com/selfsolve/manuals). To enter the site, you must log in with your HP Passport ID.
 - ▶ the root directory on the HP Business Service Management DVD, for versions delivered on DVD.

Details Required During Installation

You should have the following information ready when installing Business Process Monitor:

Note: If during installation you select to use configuration settings from an earlier Business Process Monitor version, then you are generally not required to supply the following information.

- ▶ If you want to run Business Process Monitor data collection as a specific user, you need the login parameters (user name, password, domain) for the user.
- ▶ Logical names to use for the host name and location (for example, Atlanta). These logical names are used by the first Business Process Monitor instance (defined as part of the installation process) to register with HP Business Service Management. They do not have to match the actual machine's host name and location. (Note that Setup provides the actual machine host name as the default value for the **Host name** parameter.)

Note: You can choose to skip the default instance configuration during installation and can configure an instance in Business Process Monitor Admin at a later stage.

- ▶ The protocol to be used to access HP Business Service Management (http or https).
- ▶ The name or IP address of the machine on which you installed the HP Business Service Management Gateway server, and the port number to be used by Business Process Monitor to access HP Business Service Management.

For a distributed deployment, you need the name of the Gateway Server machine, or the load balancer machine behind which servers are installed.

Notes and Limitations

- ▶ Business Process Monitor cannot run on the same machine as HP Business Service Management due to a port conflict.
- ▶ If Business Process Monitor *is* installed on the same machine as any other HP Business Service Management component, it is highly recommended that you define a host name for Business Process Monitor that is not the actual name of the machine.
- ▶ The logical host name for each Business Process Monitor instance must be unique within an HP Business Service Management platform. When two Business Process Monitor instances are each connected to a different HP Business Service Management platform, they can use the same logical host name.
- ▶ Business Process Monitor should not be installed on a network drive.
- ▶ It is recommended that you run Business Process Monitor on Windows platforms as a specific user. You select this option during setup. Note that if you set Business Process Monitor to run as a specific user on Windows platforms, the user must have Administrator privileges on the local machine. (You can also set Business Process Monitor to run as a specific user after installation, from Business Process Monitor Admin. For details, see "Set User Credentials" on page 112.)
- ▶ Business Process Monitor can be run on a machine with a different language locale to the HP Business Service Management system, but all relevant entity names (applications, business transaction flows, and transactions) in Business Service Management must be entered in the same language as the Business Process Monitor operating system.
- ▶ You cannot install Business Process Monitor to an installation path that contains special characters (for example, # () %).

- ▶ When installing Business Process Monitor from a network drive at a remote location, if the Business Process Monitor user does not have network permissions to all the network, you may not be able to run the installation remotely. To install, copy the installation file to the local machine and install from there (this greatly reduces the download time and enables you to control when Business Process Monitor is down during installation).
- ▶ Business Process Monitor does not support installation via terminal service. Installation must be performed at the destination machine.
- ▶ Business Process Monitor supports basic (http) and NTLM authentication, as well as SSL with client side certification and/or server side certification. When connecting via proxy, Business Process Monitor supports basic and NTLM proxy authentication.

For required parameter settings when configuring NTLM authentication, see "Parameters in sconn.cfg" on page 249.

Installing Business Process Monitor on a Windows Platform

This procedure describes how to install/upgrade directly on the Business Process Monitor machine.

You must have administrative privileges on the machine on which you are installing Business Process Monitor.

The installation process comprises two main parts—the MSI installation of the application and the Business Process Monitor configuration wizard.

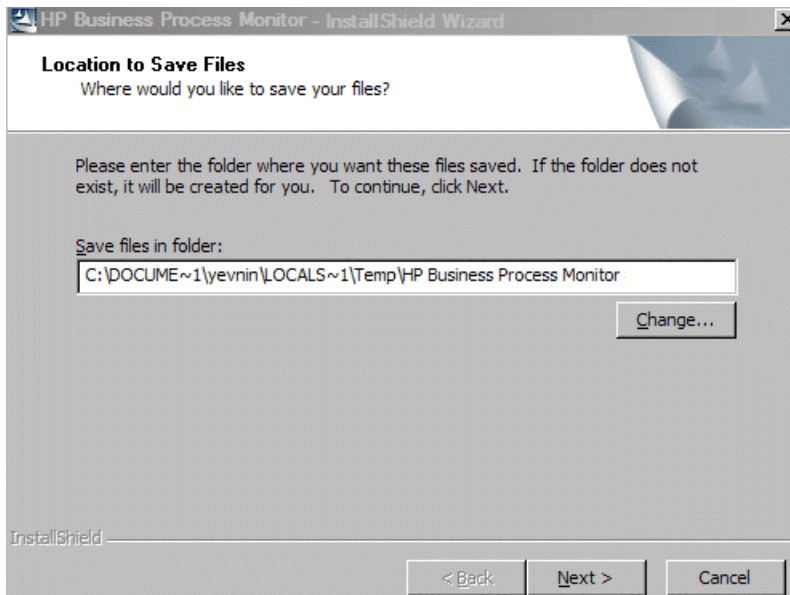
Note: Setup gives you the option of selecting the locations of the installation folder for Business Process Monitor and the workspace directory, although it is recommended that you accept the default options. You require a minimum of 500 MB free disk space for the application files and 1 GB of free disk space for the workspace directory. (The required amount of free disk space for the workspace directory varies according to the scale of the implementation.) In addition, you need an additional 500 MB free disk space in a temporary folder for extracting and temporarily storing the installation files.

For notes and limitations on running Business Process Monitor 9.03 on specific Windows platforms, see:

- ▶ "Notes and Limitations for Business Process Monitor on Windows Vista" on page 91
- ▶ "Notes and Limitations for Business Process Monitor on Windows 7" on page 92
- ▶ "Notes and Limitations for Business Process Monitor on Windows 2008" on page 92

To install Business Process Monitor on a Windows platform:

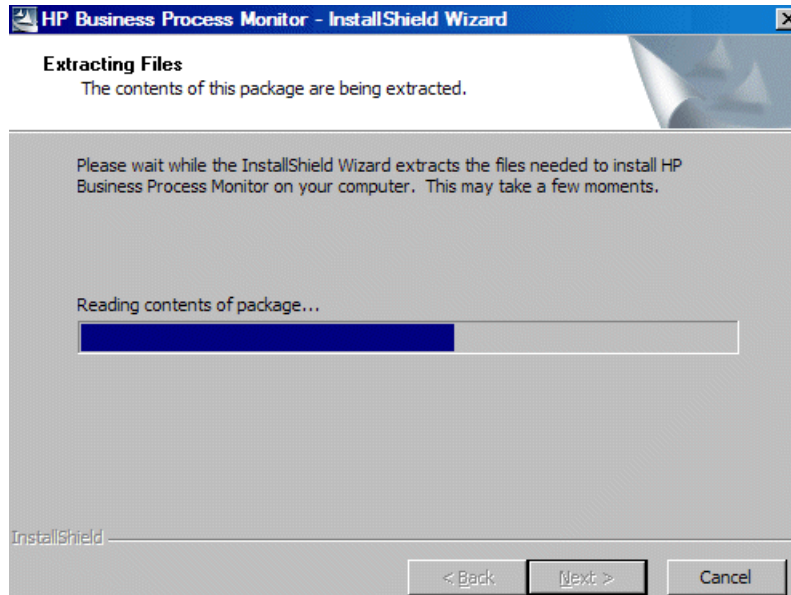
- 1 Download the Business Process Monitor setup file for Windows from the Business Service Management **Downloads** page (Applications > Platform > Setup and Maintenance > Downloads) and save it on the machine on which you are installing Business Process Monitor. Alternatively, copy the setup file from the Business Service Management DVD containing data collector installation programs, for versions delivered on DVD. For more details on the location of the Business Process Monitor setup file, see "General Installation Information" on page 26.
- 2 Run the Business Process Monitor setup program. A screen opens requesting a location to which to extract and temporarily store the installation files.



Accept the default, temporary directory to which to extract the required installation files, or click **Change** to select another directory.

Click **Next** to continue.

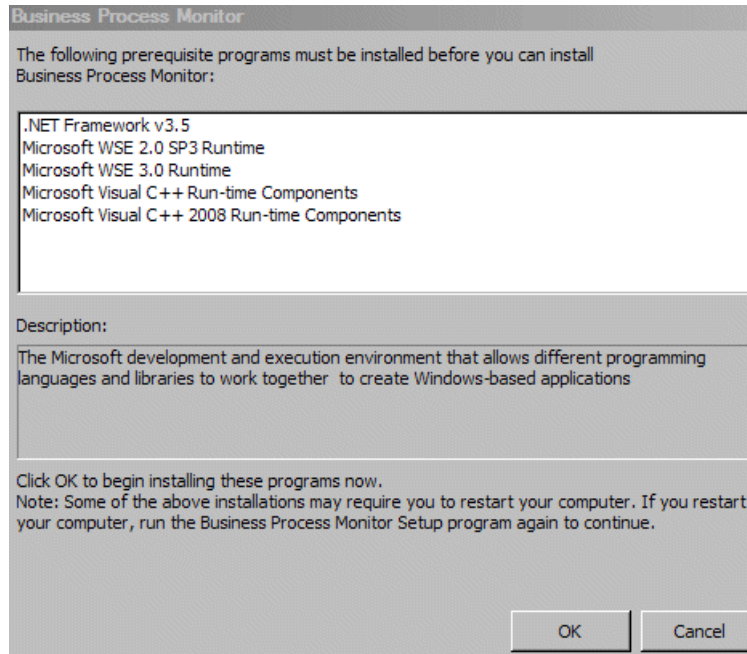
- 3 The file extraction process starts and an extraction progress screen opens.



When all the files have been extracted, click **Next** to continue.

- 4 The setup program checks if the following prerequisite programs for running scripts correctly are installed on the machine and if not, prompts you to install them. (If all the prerequisite programs are installed, setup continues with the next step.)
- .NET Framework 3.5 SP1
 - Microsoft Data Access Components (MDAC) 2.8 SP1 (or later)
 - Microsoft Windows Installer 3.1
 - Microsoft Core XML Services (MSXML) 6.0
 - Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
 - Microsoft Visual C++ 2008 Redistributable Package (x86)
 - Web Services Enhancements (WSE) 2.0 SP3 for Microsoft .NET Redistributable Runtime MSI
 - Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime MSI

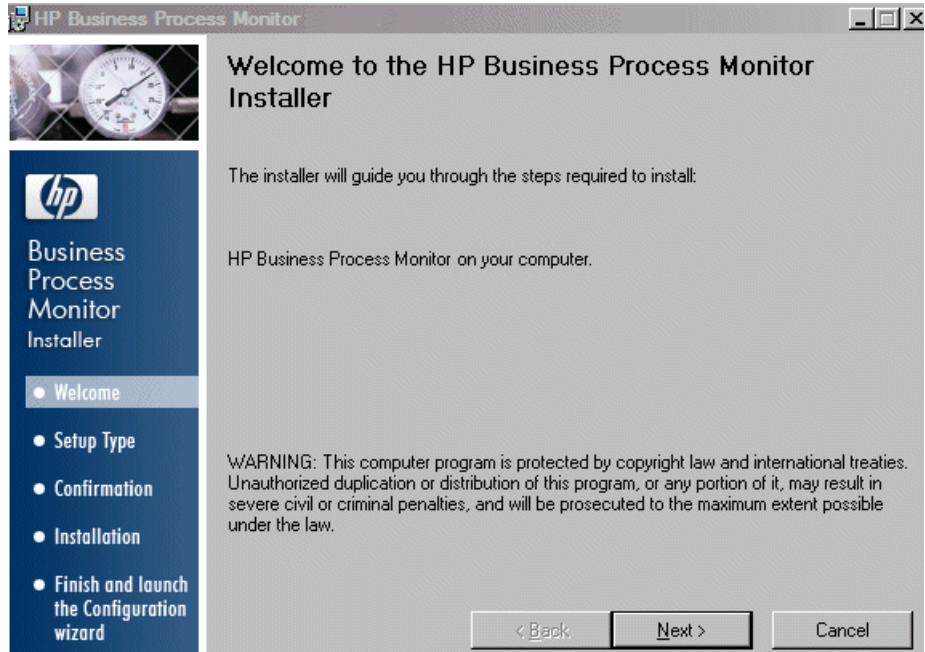
► Strawberry Perl 5.10.1



Click **OK** to install the missing programs listed. During the installation, you may be required to restart the computer. In such cases, after restarting the computer, run the Business Process Monitor setup program again until all the prerequisite programs are installed and the setup program continues with the next step.

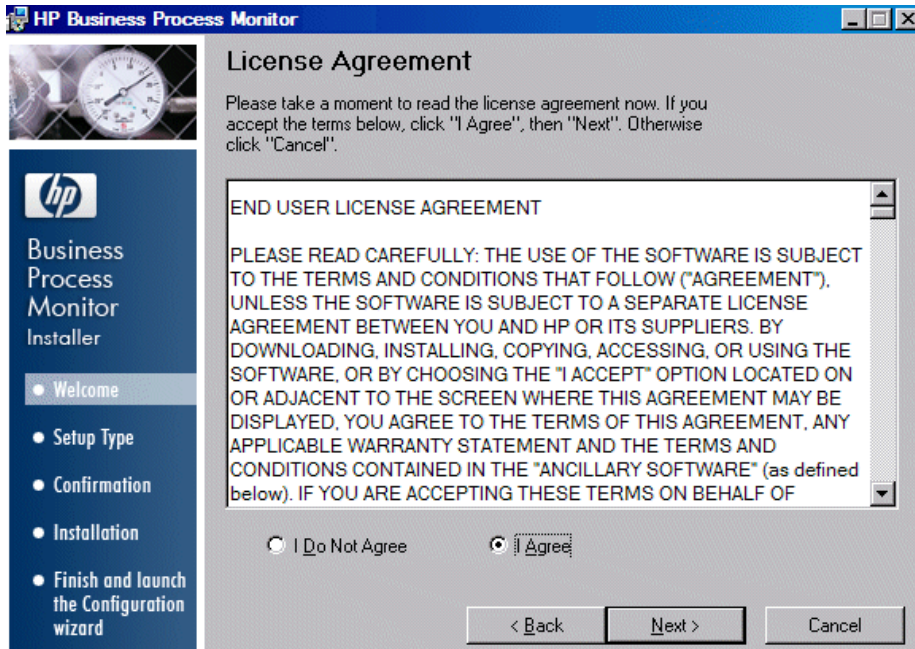
Note: The installations of the prerequisite programs are self-contained and are embedded in the Business Process Monitor installation.

- 5 If the setup program detects a previous version of Business Process Monitor on the machine, you are prompted to uninstall the previous version and the setup program ends. Uninstall the previous version and then restart the new installation. For details on uninstalling Business Process Monitor, refer to the *Business Process Monitor Administration* PDF relevant for the version of Business Process Monitor you are uninstalling.
- 6 The HP Business Process Monitor Setup Wizard opens.



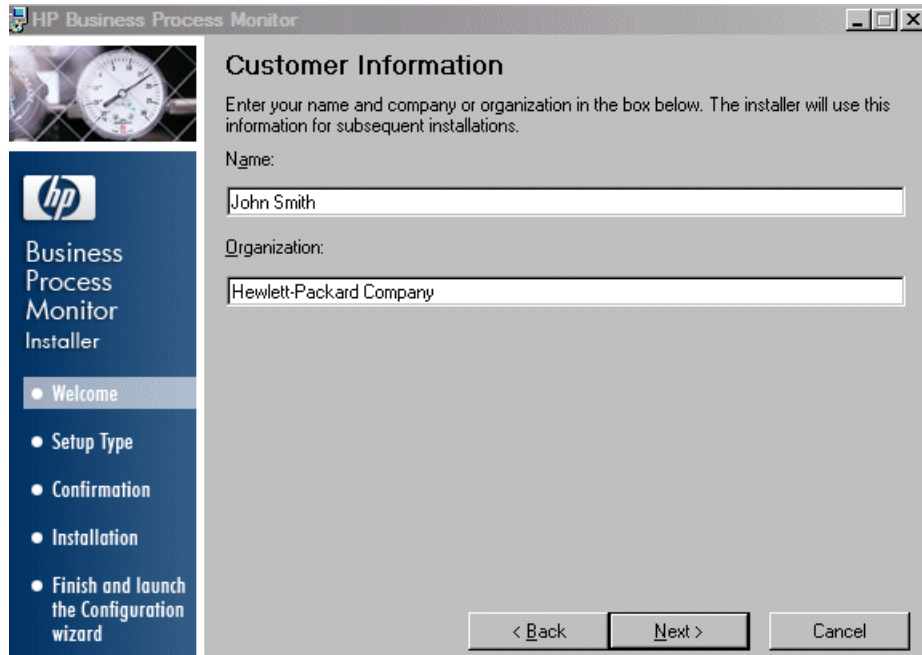
Click **Next** to begin the installation.

7 The license agreement screen opens.



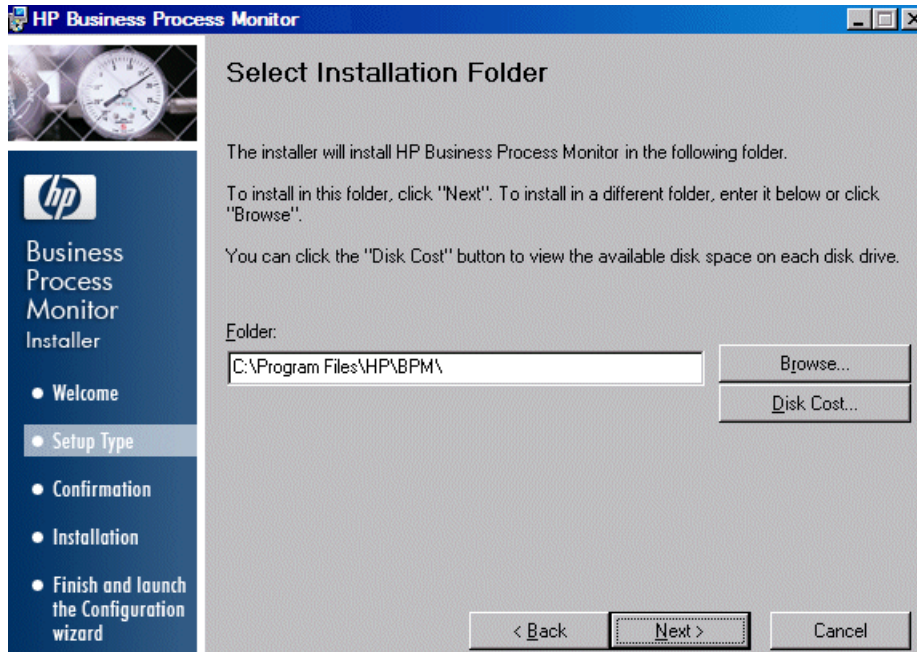
Read the Business Process Monitor License Agreement.

To install Business Process Monitor, you must accept the terms of the license agreement by clicking **I agree** and then click **Next** to continue.

8 The Customer Information screen opens.

Enter your name and organization (or accept the defaults) and click **Next** to continue.

9 The Select Installation Folder screen opens.



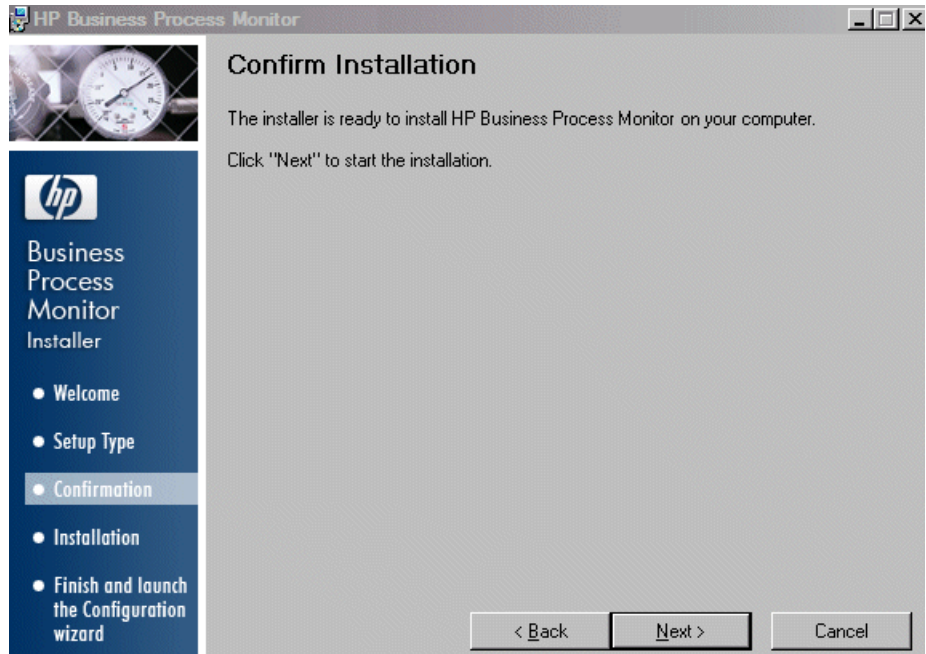
Accept the default directory location for the installation, or click **Browse** to select another directory.

Click **Next** to continue.

Note:

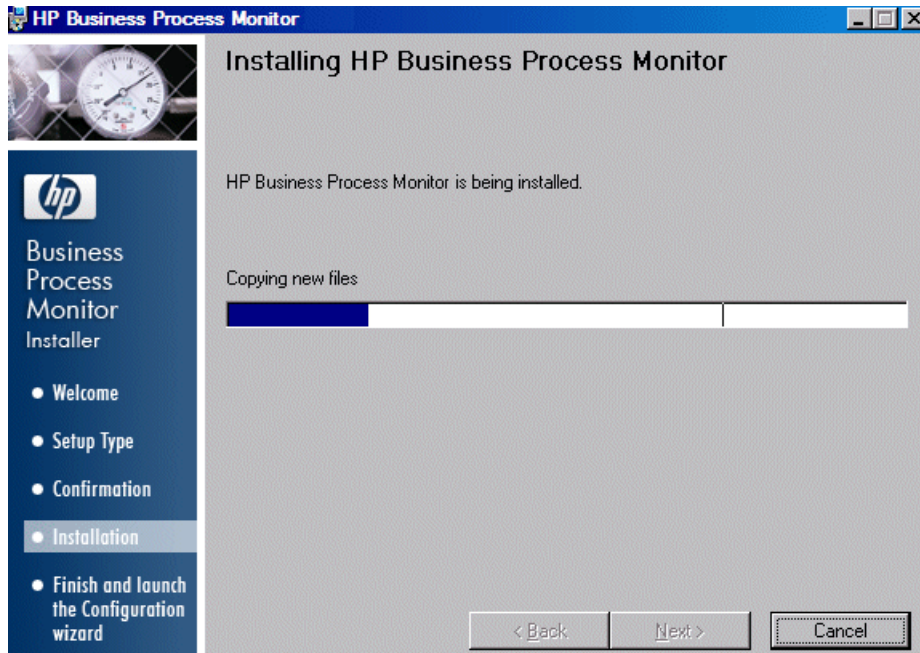
- ▶ If you select a directory other than the default directory, you must have administrator privileges for the selected directory.
 - ▶ Click **Disk Cost** to display the required and available space on the machine's disk drives in a popup window.
-

10 The Confirm Installation screen opens.

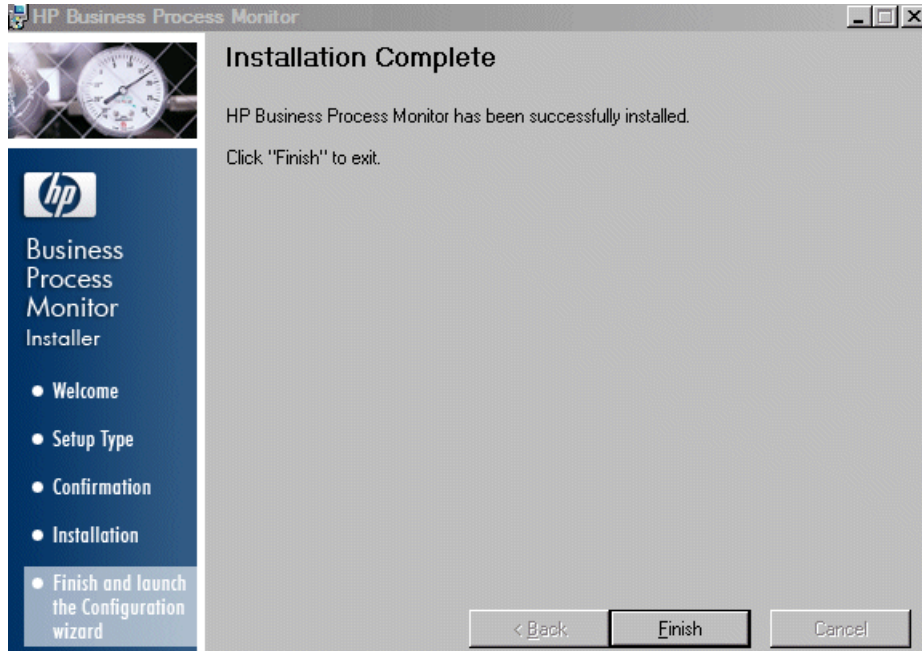


Click **Next** to continue.

- 11 The Business Process Monitor installation process starts and an installation progress screen opens.



- 12** When the installation process is complete, a message about the successful installation opens.



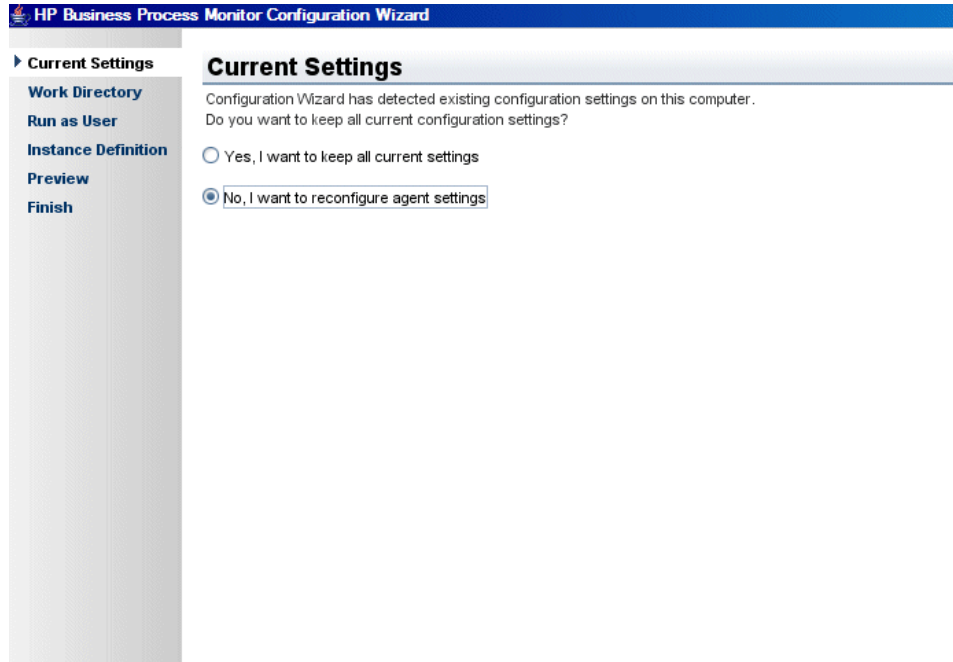
Click **Finish** to end the installation and continue with the HP Business Process Monitor Configuration wizard. For details on the user interface, see "Business Process Monitor Configuration Wizard" on page 42.

Business Process Monitor Configuration Wizard

| | |
|---------------------|---|
| Description | <p>Enables you to configure the settings for a Business Process Monitor, including the work directory, user mode, and default instance settings.</p> <p>To access: The Business Process Monitor Configuration wizard is automatically launched during a Business Process Monitor installation, after the setup program has installed the Business Process Monitor application.</p> |
| Wizard Map | <p>The Business Process Monitor Configuration wizard contains:</p> <p>Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page</p> |
| Useful Links | <p>"Installing Business Process Monitor on a Windows Platform" on page 30</p> |

Current Settings Page

The following is an example of the Current Settings page.



The screenshot shows the 'HP Business Process Monitor Configuration Wizard' interface. On the left is a vertical navigation pane with the following items: 'Current Settings' (selected), 'Work Directory', 'Run as User', 'Instance Definition', 'Preview', and 'Finish'. The main content area is titled 'Current Settings' and contains the following text: 'Configuration Wizard has detected existing configuration settings on this computer. Do you want to keep all current configuration settings?'. Below this text are two radio button options: 'Yes, I want to keep all current settings' (unselected) and 'No, I want to reconfigure agent settings' (selected).

| | |
|--------------------|---|
| Description | Enables you to select whether you want to apply existing configuration settings from a previous Business Process Monitor installation, or configure new settings. |
|--------------------|---|

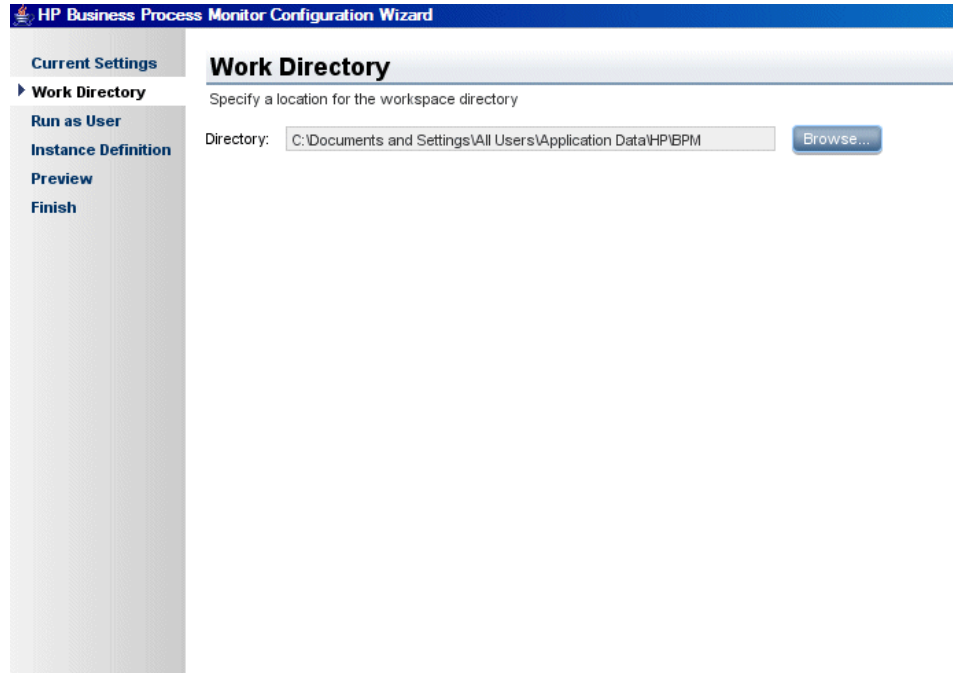
| | |
|-------------------------------------|--|
| <p>Important Information</p> | <ul style="list-style-type: none"> ▶ General information about the wizard is available in "Business Process Monitor Configuration Wizard" on page 42. ▶ If no existing configuration settings are detected on the machine on which you are installing Business Process Monitor, this page is not displayed and the wizard continues with the "Work Directory Page" on page 45. |
| <p>Wizard Map</p> | <p>The Business Process Monitor Configuration Wizard contains:</p> <p>Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page</p> |

The following elements are included:

| UI Element | Description |
|--|---|
| <p>Yes, I want to keep all current settings</p> | <p>Select this option to apply existing settings to the current installation.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ If you select this option, the wizard continues with the "Preview Page" on page 55. ▶ If you choose to use configuration settings from a previous installation of Business Process Monitor, the configured instances are registered to the same Business Service Management Gateway Servers as the previous installation. This means that the same jobs are retrieved, although previous persistency queues are not saved. |
| <p>No, I want to reconfigure agent settings</p> | <p>Select this option to configure new settings.</p> |

Work Directory Page

The following is an example of the Work Directory page in a Windows installation.

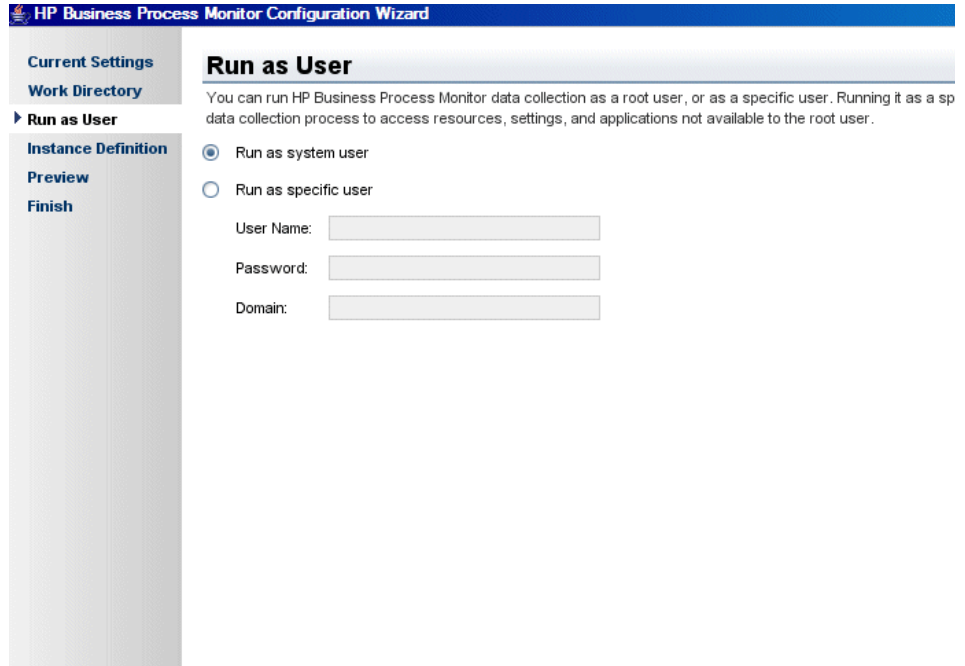


| | |
|--------------------|--|
| Description | Enables you to select the location of the Business Process Monitor work directory. Accept the default location, or click Browse to select a different location. |
|--------------------|--|

| | |
|------------------------------|--|
| Important Information | <ul style="list-style-type: none">➤ General information about the wizard is available in "Business Process Monitor Configuration Wizard" on page 42.➤ If you select a different directory, make sure that:<ul style="list-style-type: none">➤ You have administrative privileges for the folder in Windows.➤ You have at least 1 GB of free disk space for the folder. (The required amount of free disk space varies according to the scale of the implementation.) |
| Wizard Map | The Business Process Monitor Configuration Wizard contains: Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page |

 **Run as User Page**

The following is an example of the Run as User page for a Windows installation.



The screenshot shows the 'HP Business Process Monitor Configuration Wizard' window. The title bar reads 'HP Business Process Monitor Configuration Wizard'. On the left is a navigation pane with the following items: 'Current Settings', 'Work Directory', 'Run as User' (selected), 'Instance Definition', 'Preview', and 'Finish'. The main content area is titled 'Run as User' and contains the following text: 'You can run HP Business Process Monitor data collection as a root user, or as a specific user. Running it as a sp data collection process to access resources, settings, and applications not available to the root user.' Below this text are two radio button options: 'Run as system user' (which is selected) and 'Run as specific user'. Under the 'Run as specific user' option, there are three text input fields labeled 'User Name:', 'Password:', and 'Domain:'.

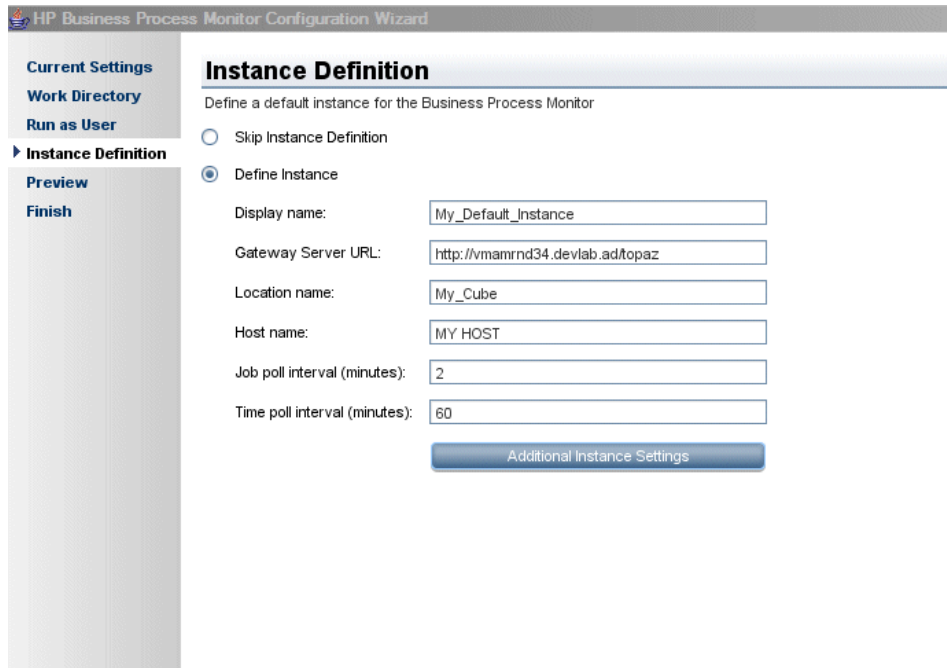
| | |
|-------------------------------------|--|
| <p>Description</p> | <p>Enables you to configure Business Process Monitor data collection to run as a system user, or as a specific user. Running it as a specific user limits access to resources, settings, and applications located on the local machine. (This may not be true for resources located on remote machines, where a specific user may have different privileges than the local system user.)</p> |
| <p>Important Information</p> | <ul style="list-style-type: none"> ▶ General information about the wizard is available in "Business Process Monitor Configuration Wizard" on page 42. ▶ You can also set Business Process Monitor to run as a specific user after installation, from Business Process Monitor Admin. For details, see "Set User Credentials" on page 112. |
| <p>Wizard Map</p> | <p>The Business Process Monitor Configuration Wizard contains:</p> <p>Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page</p> |

The following elements are included:

| UI Element | Description |
|-----------------------------|---|
| Run as system user | Select this option to set Business Process Monitor data collection to run as a system user. |
| Run as specific user | <p>Select this option to set Business Process Monitor data collection to run as a specific user and configure the following parameters:</p> <ul style="list-style-type: none"> ▶ User name. The specific user name. This is a mandatory field of up to 24 characters. The name cannot include spaces, nor any of the following characters: (; : " < > * + = \ ? ,). ▶ Password. (For Windows only.) The user's password. ▶ Domain. (For Windows only.) The domain for the user. The domain name can be up to 67 characters long and can include the following characters: 0-9, a-z, A-Z, hyphen (-). The domain name cannot start or end with a hyphen (-), nor can it include spaces. |

Instance Definition Page

The following is an example of the Instance Definition page.



| | |
|------------------------------|--|
| Description | Enables you to define a default instance for the Business Process Monitor. |
| Important Information | <ul style="list-style-type: none"> ▶ General information about the wizard is available in "Business Process Monitor Configuration Wizard" on page 42. ▶ You can also define an instance after installation, from Business Process Monitor Admin. For details, see "Create New Instance" on page 106. |
| Wizard Map | <p>The Business Process Monitor Configuration Wizard contains:</p> <p>Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page</p> |

The following elements are included:

| UI Element | Description |
|---------------------------------|--|
| Skip Instance Definition | Select this option to skip the instance definition. |
| Define Instance | <p>Select this option to define an instance and configure the following, mandatory parameters:</p> <ul style="list-style-type: none"> ▶ Display name. The display name for the instance in Business Process Monitor Admin. The display name can be up to 50 characters and can include the following characters: 0-9, a-z, A-Z, hyphen (-), underscore (_). The display name cannot start or end with a hyphen (-) or an underscore (_). ▶ Gateway Server URL. The URL of the HP Business Service Management Gateway Server to which this instance sends collected data. The URL must be in the following format: <code>http (or https)://<Gateway Server name or IP address>:<port number>/topaz</code>. If you do not specify a port number, the default port is used (80 for http and 443 for https). ▶ Location name. The location defined for the instance. The location name can be up to 50 characters and can include the following characters: 0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ & * () _ - + = [] { } / ? . , ; (space). ▶ Host name. The host name defined for the instance. The host name can be up to 50 characters and can include the following characters: 0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ & * () _ - + = [] { } / ? . , ' : ; < > (space). ▶ Job poll interval. The defined frequency (in minutes) with which Business Process Monitor polls the database for assigned task, application, and business transaction flow changes. This is an integer positive number of up to 4 digits. ▶ Time poll interval. The defined frequency (in minutes) with which Business Process Monitor polls HP Business Service Management for time synchronization. This is an integer positive number of up to 4 digits. |

| UI Element | Description |
|-------------------------------------|--|
| Additional Instance Settings | Click Additional Instance Settings to open the Additional Instance Settings dialog box, where you configure user, authentication, proxy, and SSL settings for the instance. For detail on the user interface, see "Additional Instance Settings Dialog Box" on page 52. |

Additional Instance Settings Dialog Box

The following is an example of the Additional Instance Settings dialog box for a Windows installation.

Additional Instance Settings [X]

Run Instance As User

User name:

Password:

Domain:

Authentication

User name:

Password:

Domain:

Proxy Settings

Proxy user name:

Proxy password:

Proxy domain:

Proxy URL:

SSL Settings

SSL client certificate file:

SSL private key file:

SSL private key password:

SSL authority certificate file:

| | |
|------------------------------|---|
| Description | <p>Enables you to define additional settings for a default instance, such as user, authentication, proxy, and SSL settings.</p> <p>To access: Click Additional Instance Settings on the Instance Definition page.</p> |
| Important Information | <p>The following rules apply when you configure additional instance settings:</p> <ul style="list-style-type: none"> ▶ User names can be up to 24 characters long. Names cannot include spaces, nor any of the following characters: (; : " < > * + = \ ? ,). ▶ All domain names can be up to 67 characters long and can include the following characters: 0-9, a-z, A-Z, hyphen (-). Domain names cannot start or end with a hyphen (-), nor can they contain spaces. ▶ For more information on supporting SSL communication, see "Communication Using SSL" on page 274. |

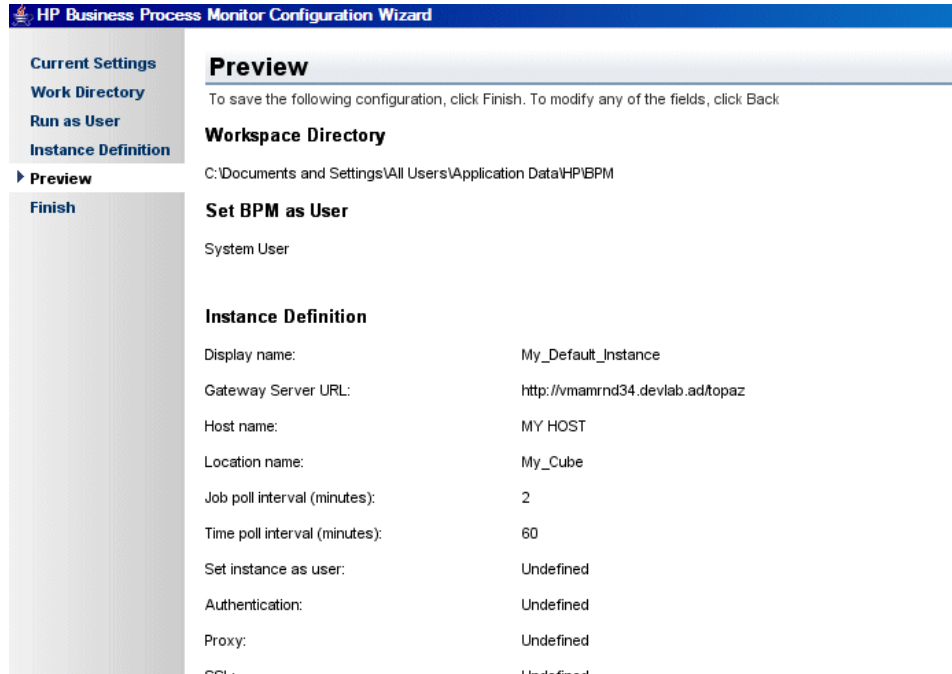
The following elements are included:

| UI Element | Description |
|-----------------------------|--|
| Run Instance as User | If you want to configure the instance to run as a specific user, type the user name, password, and domain. |
| Authentication | The authentication parameters for the Business Process Monitor instance to support the authentication scheme in use by the server (basic or NTLM authentication). Type the user name, password, and domain name of a user recognized by the HP Business Service Management Gateway Server. |

| UI Element | Description |
|------------------------------|--|
| <p>Proxy Settings</p> | <p>If the Business Process Monitor instance is accessing the HP Business Service Management Gateway Server through a proxy server, define authentication parameters for proxy requests (basic or NTLM proxy authentication). Type the user name, password, domain name, and URL for the proxy server.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ To configure a user name, you must also configure the proxy server URL. ▶ The proxy URL must be in the following format: http (or https)://<host name or IP address>:<port number>/URI path. ▶ To configure reverse proxy, do not use these proxy settings, but configure the reverse proxy server URL instead of the Gateway Server URL in the "Instance Definition Page" on page 50. |
| <p>SSL Settings</p> | <p>If the Business Process Monitor instance is communicating with the HP Business Service Management Gateway Server using SSL, type the required information in the relevant boxes. For details on SSL settings, see "Security Settings Area" on page 132.</p> <p>Note: Click Browse to search for required locations.</p> <p>Syntax exceptions: You cannot use a UNC (Uniform Naming Convention) path when configuring the path for SSL files.</p> |

Preview Page

The following is an example of the Preview page in a Windows installation.



HP Business Process Monitor Configuration Wizard

Preview

To save the following configuration, click Finish. To modify any of the fields, click Back

Workspace Directory
C:\Documents and Settings\All Users\Application Data\HP\BPM

Set BPM as User
System User

Instance Definition

Display name: My_Default_Instance

Gateway Server URL: http://vmamrnd34.devlab.ad/topaz

Host name: MY HOST

Location name: My_Cube

Job poll interval (minutes): 2

Time poll interval (minutes): 60

Set instance as user: Undefined

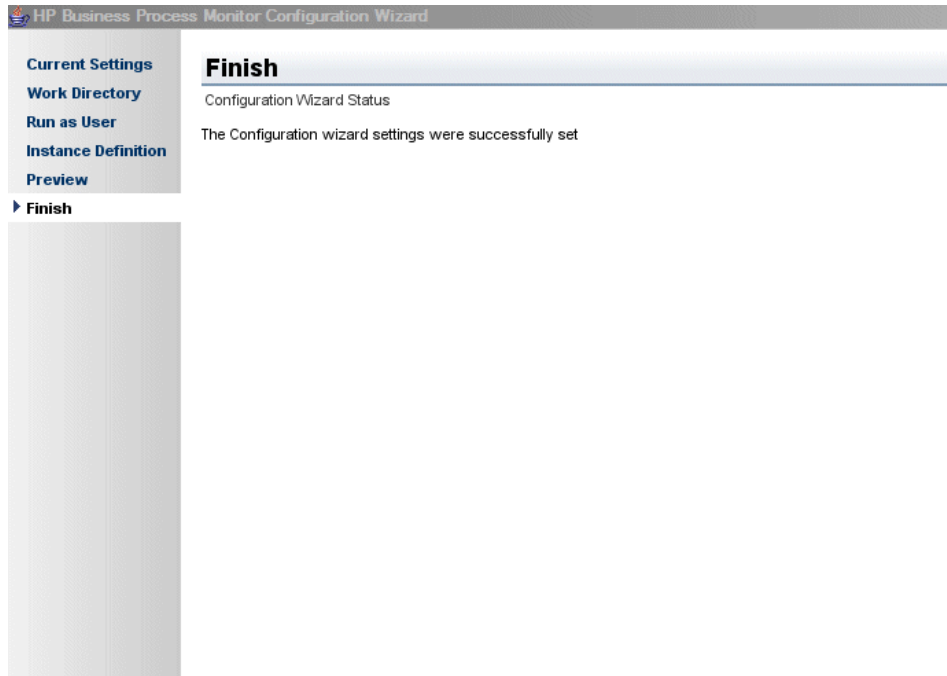
Authentication: Undefined

Proxy: Undefined

| | |
|--------------------|---|
| Description | Enables you to view a summary of the configured settings before they are saved. Click Finish to save the configuration and continue, or click Back to modify any of the settings. |
| Wizard Map | The Business Process Monitor Configuration Wizard contains: Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page |

Finish Page

The following is an example of the Finish page.



| | |
|------------------------------|--|
| Description | Displays a message about the success of the installation. Click Close to exit from the configuration wizard. |
| Wizard Map | The Business Process Monitor Configuration Wizard contains: Current Settings Page > Work Directory Page > Run as User Page > Instance Definition Page > Preview Page > Finish Page |
| Important Information | After Setup successfully completes the installation process, HP Business Process Monitor is added as a service and launched on the machine. For details on stopping and starting Business Process Monitor manually, see "Running Business Process Monitor" on page 85. |

Running a Silent Installation

You can use a silent installation procedure to run the Business Process Monitor Setup. A silent installation is an installation that is performed automatically, without the need for user interaction. Instead, all configuration parameters are allocated predetermined values that are stored in a configuration xml file.

Note: Read "Notes and Limitations" on page 70 before using any of the silent installation methods.

This section includes:

- "Silent Installation Overview" on page 57
- "How a Silent Installation Assigns Values" on page 58
- "Prerequisites" on page 59
- "Silent Installation for Windows" on page 61
- "Configuring the bpm_install_config.xml File" on page 63
- "Notes and Limitations" on page 70

Silent Installation Overview

There are three different types of silent installation:

- Using the silent installation default settings (when there is no configuration file or previous settings).
- Using previous settings.

- ▶ Using an xml configuration file. For this type on silent installation, do the following:
 - ▶ Create a silent installation configuration file with predefined settings for all the hosts you are installing.
 - ▶ Copy the Business Process Monitor setup program and the silent installation xml configuration file to each of the target host machines.
 - ▶ Run the silent installation on each of the target host machines.

Note: From Business Process Monitor version 8.02, the silent installation xml configuration file is different from previous versions.

How a Silent Installation Assigns Values

You can configure predetermined values to be used by a silent installation for a specific Business Process Monitor machine in the **<Business Process Monitor application directory>\bpm_install_config.xml** file located on the machine on which you run the silent installation. The default Business Process Monitor application directory is:

- ▶ **Windows 2003 and Windows XP**—C:\Documents and Settings\All Users\Application Data\HP\BPM
- ▶ **Windows Vista, Windows 2008, and Windows 7**—C:\ProgramData\HP\BPM

If the silent installation locates the bpm_install_config.xml file and the file contains values to be used for the specific machine, the silent installation uses these values.

If the silent installation cannot locate the bpm_install_config.xml file, or the file does not contain values to be used for the specific machine, the silent installation looks for configuration settings from a previous installation of Business Process Monitor. If such settings are detected, the silent installation uses these settings.

If a silent installation cannot locate the bpm_install_config.xml file, or the file does not contain values to be used for the specific machine, and does not detect configuration settings from the previous installation of Business Process Monitor on the machine, it uses default settings. The default settings configure Business Process Monitor to run as a system user and locate the workspace directory in the default Business Process Monitor application directory. When default settings are used, a default instance is not defined during the installation and you must define the instance manually later. For details on defining an instance, see "Create New Instance" on page 112.

For details on configuring the bpm_install_config.xml file, see "Configuring the bpm_install_config.xml File" on page 63.

Prerequisites

Before you begin a silent installation of Business Process Monitor, make sure of the following:

Install Prerequisite Programs

Each machine on which you want to install Business Process Monitor must have the following programs, which are required for running scripts correctly, installed:

- ▶ .NET Framework 3.5 SP1
- ▶ Microsoft Data Access Components (MDAC) 2.8 SP1 (or later)
- ▶ Microsoft Windows Installer 3.1 or later
- ▶ Microsoft Core XML Services (MSXML) 6.0
- ▶ Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
- ▶ Microsoft Visual C++ 2008 Redistributable Package (x86)
- ▶ Web Services Enhancements (WSE) 2.0 SP3 for Microsoft .NET Redistributable Runtime MSI
- ▶ Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime MSI
- ▶ Strawberry Perl 5.10.1

To download and install the prerequisite programs:

- 1** Download the Business Process Monitor setup file for Windows from the Business Service Management **Downloads** page (**Applications > Platform > Setup and Maintenance > Downloads**) and save it on the machine on which you are installing Business Process Monitor. Alternatively, copy the setup file from the Business Service Management DVD containing data collector installation programs, for versions delivered on DVD. For more details on the location of the Business Process Monitor setup file, see "General Installation Information" on page 26.
- 2** Extract the files from the downloaded file to a location of your choice on the machine on which you are installing Business Process Monitor. To extract the installation files, run the Business Process Monitor setup program and once the files are extracted, terminate the installation process.
- 3** From the extracted files (or from the files copied from the DVD), run the prerequisite installation programs located in the language directory relevant for your system, or in the common directory. For example:
 - Windows\BPM\En\prerequisites or
 - Windows\BPM\Common

Note: You can also obtain the prerequisite programs from the Internet.

Uninstall Previous Versions of Business Process Monitor

You must uninstall any previous versions of Business Process Monitor from each machine on which you are installing Business Process Monitor. For details on uninstalling Business Process Monitor, see "Uninstalling Business Process Monitor" on page 70.

Assign Administration Privileges

You must have administration privileges for each machine on which you are installing Business Process Monitor.

Configure the bpm_install_config.xml File

If you want to use a silent installation to install Business Process Monitor on multiple machines, or if you want to configure specific settings to be used by a silent installation, edit the **bpm_install_config.xml** file accordingly. Make sure that the file is located in the **<Business Process Monitor application directory>** directory on each machine on which you run the silent installation. For details on configuring the bpm_install_config.xml file, see "Configuring the bpm_install_config.xml File" on page 63.

Silent Installation for Windows

You can run a silent installation on Windows using either the regular setup program, or using MSI.

Note: If you run a silent installation using MSI, the installation will not use configuration settings from a previous installation of Business Process Monitor on the machine, even if they are valid according to the order in which a silent installation assigns values. For details, see "How a Silent Installation Assigns Values" on page 58.

To run a silent installation:

- 1** Download the Business Process Monitor setup file for Windows from the Business Service Management **Downloads** page (**Applications > Platform > Setup and Maintenance > Downloads**) and save it on the machine on which you are installing Business Process Monitor. Alternatively, copy the setup file from the Business Service Management DVD containing data collector installation programs, for versions delivered on DVD. For more details on the location of the Business Process Monitor setup file, see "General Installation Information" on page 26.
- 2** Extract the files from the downloaded file to a location of your choice on the machine on which you are installing Business Process Monitor. To extract the installation files, run the Business Process Monitor setup program and once the files are extracted, terminate the installation process.
- 3** Run the program as follows:
 - **Using the regular setup program:** From the extracted files, run the setup program located in the language directory relevant for your system. For example, to run the setup.exe program from the English language directory, use:

```
en\setup.exe "\"TARGETDIR=c:\Temp\en\" /quiet /norestart
```

- **Using MSI:** From the extracted files, run the HP_BPM.msi program located in the MSI directory using the following command:

```
\MSI\HP_BPM.msi /quiet /norestart
```

where:

- "\"TARGETDIR=<installation folder name>\""—enables you to specify an installation folder instead of the default folder. For example, "\"TARGETDIR=c:\Temp\en\"".

Note: This option must be the first option used in the command line.

- ▶ **/quiet**—quiet mode (there is no user interaction).

Note: This option is mandatory for silent installations.

- ▶ **/norestart**—the machine will not be restarted after the installation is complete.
- 4** Ensure that the silent installation has finished successfully by looking for the following processes in the Windows Task Manager:
- ▶ `tp_bpm_data_server.exe*32`
 - ▶ `tp_bpm_ctrl.exe*32`
 - ▶ `tp_bpm_agent.exe*32`
 - ▶ `tp_bpm_admin.exe*32`

Configuring the bpm_install_config.xml File

The `bpm_install_config.xml` file is used by a silent installation to obtain the parameter values required during the installation of a specific Business Process Monitor machine. For details on how the silent installation assigns values, see "How a Silent Installation Assigns Values" on page 58.

The `bpm_install_config.xml` file can contain parameter values for multiple machines, enabling you to create one file which you can copy to all the machines on which you want to run a silent installation. Only the values for the specific machine on which the installation runs are used.

This section includes the following topics:

- ▶ "Example of the xml Schema File (.xsd) Structure" on page 64
- ▶ "Description of the xml Schema File (.xsd) Structure" on page 65
- ▶ "Sample Files" on page 69

Example of the xml Schema File (.xsd) Structure

```

<?xml version="1.0" encoding="UTF-8"?>
<!-- edited with XMLSPY v5 rel. 3 U (http://www.xmlspy.com) by HF user -->
<!-- W3C Schema generated by XMLSPY v5 rel. 3 U (http://www.xmlspy.com)-->
<xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema" elementFormDefault="qualified"
  attributeFormDefault="unqualified">
  <xsd:element name="hosts">
    <xsd:complexType>
      <xsd:sequence>
        <xsd:element name="host" minOccurs="1" maxOccurs="unbounded">
          <xsd:complexType>
            <xsd:sequence>
              <xsd:element name="workspacePath" type="xsd:string" minOccurs="1" maxOccurs="1"/>
              <xsd:element name="runBpmAsUser" minOccurs="0" maxOccurs="1">
                <xsd:complexType>
                  <xsd:sequence>
                    <xsd:element name="username" type="xsd:string" minOccurs="1" maxOccurs="1"/>
                    <xsd:element name="password" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                    <xsd:element name="domain" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                    <xsd:element name="group" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                  </xsd:sequence>
                </xsd:complexType>
              </xsd:element>
            </xsd:sequence>
          </xsd:complexType>
        </xsd:element>
        <xsd:element name="instance" minOccurs="1" maxOccurs="1">
          <xsd:complexType>
            <xsd:sequence>
              <xsd:element name="displayName" type="xsd:string"/>
              <xsd:element name="serverUrl" type="xsd:string"/>
              <xsd:element name="locationName" type="xsd:string"/>
              <xsd:element name="hostName" type="xsd:string"/>
              <xsd:element name="timeInterval" type="xsd:integer"/>
              <xsd:element name="jobInterval" type="xsd:integer"/>
              <xsd:element name="authentication" minOccurs="0" maxOccurs="1">
                <xsd:complexType>
                  <xsd:sequence>
                    <xsd:element name="username" type="xsd:string" minOccurs="1" maxOccurs="1"/>
                    <xsd:element name="password" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                    <xsd:element name="domain" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                  </xsd:sequence>
                </xsd:complexType>
              </xsd:element>
              <xsd:element name="ssl" minOccurs="0" maxOccurs="1">
                <xsd:complexType>
                  <xsd:sequence>
                    <xsd:element name="clientCert" type="xsd:string"/>
                    <xsd:element name="privateKey" type="xsd:string"/>
                    <xsd:element name="authorityCert" type="xsd:string"/>
                    <xsd:element name="privatekeyPassword" type="xsd:string"/>
                  </xsd:sequence>
                </xsd:complexType>
              </xsd:element>
              <xsd:element name="proxy" minOccurs="0" maxOccurs="1">
                <xsd:complexType>
                  <xsd:sequence>
                    <xsd:element name="username" type="xsd:string" minOccurs="1" maxOccurs="1"/>
                    <xsd:element name="password" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                    <xsd:element name="domain" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                    <xsd:element name="url" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                  </xsd:sequence>
                </xsd:complexType>
              </xsd:element>
              <xsd:element name="runAsUser" minOccurs="0" maxOccurs="1">
                <xsd:complexType>
                  <xsd:sequence>
                    <xsd:element name="username" type="xsd:string" minOccurs="1" maxOccurs="1"/>
                    <xsd:element name="password" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                    <xsd:element name="domain" type="xsd:string" minOccurs="0" maxOccurs="1"/>
                  </xsd:sequence>
                </xsd:complexType>
              </xsd:element>
            </xsd:sequence>
          </xsd:complexType>
          <xsd:attribute name="hostName" type="xsd:string" use="required"/>
        </xsd:element>
      </xsd:sequence>
    </xsd:complexType>
  </xsd:element>
</xsd:schema>

```


Description of the xml Schema File (.xsd) Structure

| Parent Element | Element | Sub Element |
|--|-----------------------|---|
| | host. | The name or IP address of the machine for which the parameter values are valid. Note: The host name cannot be in Fully Qualified Domain (FQDN) format. |
| | workspacePath. | The path of the workspace directory of the Business Process Monitor installation. |
| runBpmAsUser. For running the Business Process Monitor as a specific user instead of as a system user: | username. | The specific user name. The name can contain up to 24 characters and cannot include spaces, nor any of the following characters: (; : " < > * + = \ ? ,). |
| | password. | The specific user's password (for Windows). |
| | domain. | The domain for the user (for Windows). The domain name can be up to 67 characters long and can include the following characters: 0-9, a-z, A-Z , hyphen (-). The domain name cannot start or end with a hyphen (-), nor can it include spaces. |

| Parent Element | Element | Sub Element |
|--|--|-------------|
| <p>instance. Default instance settings. For details on Business Process Monitor instances, see "Instance Page" on page 123.</p> | <p>displayName. The display name for the instance in Business Process Monitor Admin. The display name can be up to 50 characters and can include the following characters: 0-9, a-z, A-Z, hyphen (-), underscore (_). The display name cannot start or end with a hyphen (-) or an underscore (_).</p> | |
| | <p>serverUrl. The URL of the HP Business Service Management Gateway Server to which this instance sends collected data. The URL must be in the following format: <code>http (or https)://<Gateway Server name or IP address>:<port number>/topaz</code>. If you do not specify a port number, the default port is used (80 for http and 443 for https).</p> | |
| | <p>locationName. The location defined for the instance. The location name can be up to 50 characters and can include the following characters: 0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ & * () _ - + = [] { } / ? . , ; (space).</p> | |
| | <p>hostName. The host name defined for the instance. The host name can be up to 50 characters and can include the following characters: 0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ & * () _ - + = [] { } / ? . , " ' ; < > (space).</p> | |
| | <p>timeInterval. The defined frequency (in minutes) with which Business Process Monitor polls HP Business Service Management for time synchronization. This is an integer positive number.</p> | |
| | <p>jobInterval. The defined frequency (in minutes) with which Business Process Monitor polls the database for assigned task, application, and business transaction flow changes. This is an integer positive number of up to 4 digits.</p> | |

| Parent Element | Element | Sub Element |
|-----------------|--|---|
| instance | authentication. Set to yes if authentication is required for the instance and configure the authentication parameters for the Business Process Monitor instance to support the authentication scheme in use by the server (basic or NTLM authentication) | username. The name of the user (recognized by the HP Business Service Management Gateway Server) for authentication. |
| | | password. The password for the user. |
| | | domain. The domain of the user. |
| instance | ssl. Set to yes if the Business Process Monitor instance is communicating with the HP Business Service Management Gateway Server using SSL. For more information on supporting SSL communication, see "Communication Using SSL" on page 276. | ClientCert. The path and name of the client certificate file. |
| | | privateKey. The path and name of the private key file. |
| | | authorityCert. The path and name of the authority certificate file. |
| | | privatekeyPassword. The password for the private key file. |

| Parent Element | Element | Sub Element |
|----------------|---|---|
| instance | <p>proxy. Set to yes if the Business Process Monitor instance is accessing the HP Business Service Management Gateway Server through a proxy server.</p> <p>Note: To configure reverse proxy, do not use these proxy settings, but configure the reverse proxy server URL instead of the Gateway Server URL in the serverUrl element of the instance.</p> | <p>username. The user name for the proxy server.</p> <p>Note: To configure a user name, you must also configure the proxy server URL.</p> |
| | | <p>password. The password for the user.</p> |
| | | <p>domain. The domain of the user.</p> |
| | | <p>url. The URL for the proxy server.</p> <p>Note: The proxy URL must be in the following format: http (or https)://<host name or IP address>:<port number>/URI path.</p> |
| instance | <p>runAsUser. Set to yes to run the instance as a specific user.</p> | <p>username. The specific user name.</p> |
| | | <p>password. The password for the specific user (for Windows).</p> |
| | | <p>domain. The domain of the specific user (for Windows).</p> |

Note: To configure parameter values for multiple Business Process Monitor machines, create a new **<host></host>** section for each machine.

Sample Files

The following files are located in the \\<%TEMP%>\HP Business Process Monitor <BPM VERSION>\MSI\ServletContainer\webapps\ROOT\help\BPMWeb directory when you download and extract the Business Process Monitor setup file:

- **silent_installation.xsd.** A sample .xsd file.
- **Example_1.xml.** A sample .xml file that contains a simple configuration for two hosts.
- **Example_2.xml.** A sample .xml file that contains a more complicated configuration for one host.
- **Example_3.xml.** A sample .xml file that contains all parameters (remove unwanted sections).

For details on downloading and extracting the Business Process Monitor setup file, see "Silent Installation for Windows" on page 61.

Notes and Limitations

Note the following when using a silent installation method for Business Process Monitor:

- ▶ When running an installation in silent mode, no messages are displayed. Instead, you can view installation information in the log files, including information on whether the installation was successful. For details on the log files, see "Log Files" on page 74.
- ▶ To troubleshoot installation issues on Windows platforms, you can add logging options at the end of the command. For example, to run an MSI silent installation with full logging:

```
HP_BPM.msi /quiet /norestart /qn /log <LogFile>
```

Note that this is the only way to view certain errors.

Use Standard MSI command line options to define logging options.

- ▶ When you specify the URL to the HP Business Service Management Gateway Server in the bpm_install_config.xml file, it must end with **/topaz**.

Uninstalling Business Process Monitor

The uninstall process saves configuration settings on the machine for future installation.

The following procedures relate to uninstalling Business Process Monitor version 9.03 on a Windows platform. For details on uninstalling earlier versions on Windows platforms, refer to the relevant version documentation.

To run a regular uninstall for Business Process Monitor on a Windows platform:

- 1 On the host machine, shut down Business Process Monitor Admin and Business Process Monitors (select:
Start > Programs > HP Business Process Monitor > Stop HP Business Process Monitor Service.

- 2 Wait two minutes.
- 3 Run the Business Process Monitor uninstall program from the **Add/Remove Programs** option in the **Control Panel** (select **Start > Settings > Control Panel > Add/Remove Programs > HP Business Process Monitor**, and click **Change/Remove>**).
- 4 Restart the machine if prompted to do so.
- 5 (**Important:** This step should only be performed if you do **not** want to save the configuration settings for use by a future Business Process Monitor installation.)

Delete the Business Process Monitor **config** folder from the machine.

- 6 Delete the Business Process Monitor root installation folder from the machine and also, if it was not deleted automatically by the uninstall procedure, the **workspace** directory.

To run a silent uninstall for Business Process Monitor on a Windows platform using MSI:

- 1 Locate the **HP_BPM.msi** file, which is included in the Business Process Monitor setup files for Windows. For details on downloading and extracting files from the Business Process Monitor setup file for Windows, see "Silent Installation for Windows" on page 61.
- 2 Open the command prompt window (**Start > Run > cmd**) and enter one of the following commands:

- From the directory in which the **HP_BPM.msi** file is located:

```
msiexec.exe /uninstall HP_BPM.msi /quiet /norestart
```

- From any directory:

```
msiexec.exe /uninstall [path to HP_BPM.msi]HP_BPM.msi /quiet /norestart
```

For example:

```
msiexec.exe /uninstall C:\Backup\DVD\Windows\BPM\MSI\Win32\HP_BPM.msi /quiet /norestart
```

All standard MSI command line options are supported. For example:

- ▶ **quiet**—quiet mode (there is no user interaction).
- ▶ **norestart**—the machine will not be restarted after the installation is complete.

- 3 (Important:** This step should only be performed if you do **not** want to save the configuration settings for use by a future Business Process Monitor installation.)

After the silent uninstall has finished, delete the Business Process Monitor **config** folder from the machine.

- 4** Delete the Business Process Monitor root installation folder from the machine and also, if it was not deleted automatically by the uninstall procedure, the **workspace** directory.
- 5** Ensure that the uninstall has finished successfully by checking that HP Business Process Monitor is not included in the list of installed programs in the Windows Control Panel.

Deployment Troubleshooting

This section describes common problems that you may encounter when deploying Business Process Monitor, and their solutions, as well as the log files created during the deployment.

This section includes the following topics:

- ▶ "Windows Platforms" on page 73
- ▶ "Log Files" on page 74

Windows Platforms

This section describes troubleshooting problems when installing Business Process Monitor on a Windows platform.

Cannot Set Business Process Monitor to Run as a Different User

If you (mistakenly) set the whole Business Process Monitor to run as a specific user for a user that does not have write permissions to the <Business Process Monitor root directory>\config directory, Business Process Monitor fails to run, and you are unable to switch to a different user using the **Set BPM as User** option in Business Process Monitor Admin. To set a different user, use the following procedure:

To set a different user:

- 1 Stop Business Process Monitor.
- 2 Open the <Business Process Monitor application directory>\config\topaz_agent_ctrl.cfg file in a text editor.
The default Business Process Monitor application directory is:
 - Windows 2003 and Windows XP
C:\Documents and Settings\All Users\Application Data\HP\BPM
 - Windows Vista, Windows 2008, and Windows 7
C:\ProgramData\HP\BPM
- 3 Under the [general] section, remove any existing values for the following parameters:
 - UserDomain=""
 - UserPasswd=""
 - UserName=""
- 4 Save the file and restart Business Process Monitor. Business Process Monitor now runs as a system user.
- 5 From Business Process Monitor Admin, set Business Process Monitor to run as a new specific user (with Administrator permissions).

Error Message when Installing Prerequisites on Windows 7

When installing Business Process Monitor on Windows 7, you may receive an error message during the installation of the prerequisites. In such cases, carry out the following procedure and then restart the installation:

- 1** Select **Start > Control Panel > Administrative Tools > Local Security Policy > Software Restriction Policies**.
- 2** If no software restriction policies are defined, right-click the Software Restriction Policies node and select **New Software Restriction Policy**.
- 3** Double-click **Enforcement**.
- 4** Select **All users except local administrators**.
- 5** Click **OK**.
- 6** Reboot the machine.

Log Files

The log files that are created when you deploy Business Process Monitor can help you troubleshoot installation related problems. Log files are created for both the installation and configuration parts of the deployment.

Windows Installation Log Files

The following Windows installation log files are located in the **%temp%** directory:

| File Name | Description |
|------------------------|--|
| ihp_custom_batches.log | <p>The log file for custom batch files, invoked by MSI install/uninstall.</p> <p>This is a common log for all HP based MSI installations, such as HP Virtual User Generator (VuGen) and QuickTest Professional.</p> <p>This log is useful for ensuring that the custom batches were running and it can provide information to help track errors in the execution of these batches.</p> |
| bpm_setup.log | The main log file for the MSI installation. |

| File Name | Description |
|---|--|
| bpm_inst_bat.log | The log file that reflects the command line that launched MSI. |
| Prereq_Mgr.Business_Process_Monitor.log | The log file that contains the output from setup.exe . |
| BpmInstall.log | The log file that contains all log messages from the configuration tool. |
| BpmInstallStdOut.log | The log file that contains the standard output for the configuration tool. |

Configuration Wizard Log Files

The following log files are created by the Configuration wizard and are located in the %temp% directory:

| File Name | Description |
|----------------------|---|
| BpmInstall.log | The log file that contains all log messages from the Configuration wizard. |
| BpmInstallStdOut.log | The log file that contains the standard output from the Configuration wizard. |

3

Working with Business Process Monitor

This chapter includes:

- ▶ Business Process Monitor Operation on page 78
- ▶ Supported Recording Tools on page 79
- ▶ Requirements and Limitations for Running Tasks on page 79
- ▶ Running Business Process Monitor on page 85
- ▶ Accessing Business Process Monitor Admin on page 86
- ▶ Changing the Language of the Business Process Monitor User Interface on page 87
- ▶ Moving Around the Business Process Monitor Admin Window on page 88
- ▶ Notes and Limitations for Business Process Monitor on Windows Vista on page 91
- ▶ Notes and Limitations for Business Process Monitor on Windows 7 on page 92
- ▶ Notes and Limitations for Business Process Monitor on Windows 2008 on page 92

Business Process Monitor Operation

The Business Process Monitor service performs the following operations:

- ▶ retrieves business process configuration information (including applications, business transaction flows, transactions, and recorded scripts) from the profile databases via the HP Business Service Management Gateway Server
- ▶ performs the work defined in the applications and business transaction flows (including running scripts and running WebTrace)
- ▶ monitors the task and aggregates relevant data, performing all necessary calculations
- ▶ sends samples to the HP Business Service Management Gateway Server

Note that the scripts are sent over the network (from HP Business Service Management End User Management Administration to the Business Process Monitor machine) in zipped format. This improves performance and reduces network load.

Business Process Monitor saves detailed log entries for every executed task, and for general Business Process Monitor operation. For more information on the logs, see Chapter 15, "Workspace Directory and Log Files."

Business Process Monitor synchronizes time with the HP Business Service Management Gateway Server once an hour (default **Time Poll Interval** setting). If you change the time on the Business Process Monitor machine, the Business Process Monitor reports may contain incorrect times until HP Business Service Management is next polled for time synchronization. To avoid this, you should restart Business Process Monitor/the relevant Business Process Monitor instance, or change the **Time Poll Interval** setting for an instance to a value smaller than 60 minutes. (See "Restart" on page 116, or "Business Service Management Registration Properties Area" on page 124.)

Note: Business Process Monitor saves persistency information after registration with HP Business Service Management, and after each job update, enabling work to continue even if the Gateway Server is temporarily unavailable.

Supported Recording Tools

Business Process Monitor 9.03 supports scripts recorded using the following HP tools. Each tool (with the exception of HP Virtual User Generator) must be installed on the Business Process Monitor machine before Business Process Monitor can run scripts recorded with that tool.

- **QuickTest Professional 11.0** (run on Windows platforms only).
- **HP Virtual User Generator 11** with patch 3, and earlier.

Business Process Monitor supports the same client protocol versions as those supported by its compatible version of VuGen.

Note: You cannot use WinRunner scripts with Business Process Monitor. All WinRunner scripts should be converted to QuickTest Professional scripts.

Requirements and Limitations for Running Tasks

Business Process Monitor has the following requirements and limitations when running scripts and WebTrace.

This section includes the following topics:

- "General" on page 80
- "HP Virtual User Generator Scripts" on page 81
- "QuickTest Professional Scripts" on page 82
- "WinRunner Scripts" on page 84

General

Note: Refer to the LoadRunner/VuGen documentation to determine the proper configuration for running a specific script.

- ▶ It is recommended that you run scripts for all protocols (with the exception of Web protocols) with the Business Process Monitor instance /whole Business Process Monitor set to run as a specific user.
- ▶ If there is a problem with a script (for example, due to a missing client installation, a download failure, corruption in the script, and so forth), then the script may fail to initialize. In this case, the application or business transaction flow containing the script also fails to initialize, with the result that none of the application or business transaction flow scripts or WebTraces are run on Business Process Monitor.
- ▶ When a script in an application or business transaction flow is run, but for some reason does not finish successfully (that is, it does not end with a status of **Finished properly** or **Finished (errors occurred)**), samples for transactions that were part of the script, but were not run, are sent to Business Service Management for inclusion in the Triage report. For details on the Triage report, see *Using End User Management*, part of the HP Business Service Management Documentation Library.
- ▶ Scripts that include an HTML replay mode cannot download Active-X components.
- ▶ Business Process Monitor is not case sensitive to transaction names, so you should ensure that each transaction within the same business transaction flow has a unique name. Two transactions that have the same name, but with case-sensitive differences, are handled as a single transaction by Business Process Monitor. Business Process Monitor reports both transactions to HP Business Service Management using a single transaction ID, and the reports show results for only one transaction.
- ▶ Page component breakdown is supported only for certain HP Virtual User Generator protocols.

- ▶ WebTrace does not support the use of domain names that begin with a digit, for example, www.1800hp.com. An error message is displayed. Instead, use the IP address for the destination.
- ▶ Scripts of inactive applications or business transaction flows are still downloaded to Business Process Monitor, so that if the application or business transaction flow is made active, the Business Process Monitor does not need to download the scripts. To avoid overload problem, Business Process Monitor should be removed from the relevant application or business transaction flow configurations.

HP Virtual User Generator Scripts

- ▶ If you are running scripts recorded with HP Virtual User Generator that include protocols which require a client to run (for example, Oracle Client or RealPlayer), you must have the protocol's client installed on the Business Process Monitor machine.
- ▶ Citrix recording and playback is supported only on Windows platforms.
- ▶ LoadRunner requires the installation of a Citrix registry patch to record and replay scripts on Citrix client version 10.0 and later. The first time a Citrix script runs on a BPM machine, LoadRunner prompts you to install the Citrix registry patch on that machine. When prompted, click **OK** to accept the installation.
- ▶ Business Process Monitor supports HP Virtual User Generator scripts for all Oracle NCA protocols. If you run an Oracle NCA protocol task, you can view transaction breakdown data for tasks that use http or Servlet connection methods (breakdown data for Socket communication is not supported).

- ▶ If you have added jars or classes to the classpath in VuGen and are running a java based protocol in Business Process Monitor, you must perform one of the following actions to ensure that the script can locate the jars:
 - ▶ Remove the jar names from the **run-time-settings** > **classpath** list and place the jar files in the script folder (where the **.usr** file is). The script searches for all jars in the script folder and automatically adds them to the classpath.
 - ▶ Specify a full path to the jar in the **run-time-settings** > **classpath** list. For example:

```
<workspace folder>\agent1\Site1\  
BPM_SANITY_1bdf936f0f747829f519ff44808577b4\13\  
JPetStore_TABLE_Param\wlclient.jar
```

QuickTest Professional Scripts

Note: For tips and recommendations on recording scripts in QuickTest Professional to run on Business Process Monitor, see *Using End User Management* in the HP Business Service Management Documentation Library.

- ▶ If BPM is installed on Windows Vista, Windows 2008, or Windows 7, you must carry out the following configuration steps before running QuickTest Professional scripts:
 - ▶ Stop BPM from the Start menu.
 - ▶ Disable Vista User Access Control (UAC).
 - ▶ Disable Data Execution Prevention (DEP).
 - ▶ Disable Interactive Services Detection.

Note: For details on the above steps, refer to the Microsoft Web site, or other reference sources.

- ▶ Start BPM as a process. Run <BPM Install dir>launch_service\bin\magentproc.exe.
-

Note:

- ▶ BPM must run as a process for executing QTP scripts.
 - ▶ To stop BPM running as a process you must kill **magentproc.exe** in the Task Manager.
-

- ▶ Ensure that QuickTest Professional is closed on the computer before running a QuickTest Professional script in Business Process Monitor.
- ▶ QuickTest Professional cannot run tests on a computer that is logged off, locked, or running QuickTest Professional as a non-interactive service.
- ▶ The last step (may also be multiple last steps) in a QuickTest Professional script should close the application being tested, as well as any child processes that are running. This cleanup step enables the next run of the script to open the application again.

However, if a script fails before it finishes running, it does not run the last step. From version 6.1, Business Process Monitor supports a special close application mechanism that automatically closes the application being tested, when a QuickTest Professional script fails. This mechanism is intended for fallback purposes only. Although the mechanism closes the application being tested, it does not necessarily release all of the tested application's resources. Also, any unsaved data is lost.

This mechanism is enabled by default. If required, you can disable it for a specific test, as described in "Disabling the Close Application Mechanism" on page 267.

- ▶ Business Process Monitor does not support QuickTest Professional scripts that require access to external resources (such as shared object repository, function library, external Data Table, external actions, and so forth). Scripts that require external resources may fail to run on Business Process Monitor. (However, if the resource can be found on the network, QuickTest Professional uses it.)
- ▶ Set every Business Process Monitor that is used to run QuickTest Professional scripts, to run as a specific user before assigning the scripts, and log in as that user.
- ▶ Business Process Monitor can run only one QuickTest Professional script at a time. Make sure there are not multiple applications or business transaction flows with QuickTest Professional scripts set to run concurrently, or an application or business transaction flow with more than one QuickTest Professional script set to run in **Concurrent** run mode. (For information on run modes, see "Run Modes" on page 209.)
- ▶ Transaction breakdown is not supported for transaction files recorded with QuickTest Professional.
- ▶ You cannot use the **ResultDir** QuickTest Professional environment variable when running a script in Business Process Monitor.
- ▶ If BPM is installed on Windows 2008 or Windows 7, ensure the following when you record the script:
 - ▶ In the **Record And Run Setting** (in the Automation section), select the **Record and run on any open browser** option.
 - ▶ The first line of the script opens a browser and the last line of the script closes the browser. For example:

```
SystemUtil.Run "URL to open  
Script content  
Browser("script browser name").Close
```

WinRunner Scripts

You cannot use WinRunner scripts with Business Process Monitor. All WinRunner scripts should be converted to QuickTest Professional scripts.

Running Business Process Monitor

Once Business Process Monitor is active on a host machine, it can continue running indefinitely. When Business Process Monitor starts, it automatically starts each Business Process Monitor instance.

When you install Business Process Monitor on a host machine running on a Windows platform, **HP Business Process Monitor Service** is added as a service on the host. HP Business Process Monitor Service automatically starts Business Process Monitor whenever the host machine is started.

To start Business Process Monitor on a Windows platform:

Select **Start > Programs > HP Business Process Monitor > Start Business Process Monitor Service**.

To shut down Business Process Monitor on a Windows platform:

Select **Start > Programs > HP Business Process Monitor > Stop Business Process Monitor Service**.

Note: When you start or stop Business Process Monitor on a machine running on Windows Vista with User Account Control (UAC) activated, when prompted, confirm that you trust the program responsible for starting and stopping Business Process Monitor to continue with the start or stop action.

Accessing Business Process Monitor Admin

You access Business Process Monitor Admin via a Web browser, from any computer connected to your intranet or to the Internet. The Business Process Monitor Admin console uses Java applet technology for which you must install JRE on each client machine.

Note: For details on accessing Business Process Monitor Admin securely, see "Configuring SSL Support for Business Process Monitor Admin" on page 274.

To access Business Process Monitor Admin:

You can access Business Process Monitor Admin in one of the following ways:

- ▶ In a browser window, enter the URL **http://<host machine>:2696**, for example, **http://cats:2696**.
- ▶ On the Business Process Monitor host machine, you can select **Start > Programs > HP Business Process Monitor > Business Process Monitor Admin**. Business Process Monitor Admin opens in a browser window.
- ▶ In HP Business Service Management, you can access the **Admin > End User Management > Settings > BPM Agents** page and click the **Open a Business Process Monitor Agent's Console** icon for a Business Process Monitor host to open the Business Process Monitor Admin for that host in a new browser window.

Note: 2696 is the default port for Business Process Monitor Admin. You can configure a new port if required. For details, see "Changing the Default Port" on page 259.

Changing the Language of the Business Process Monitor User Interface

In Business Process Monitor 7.00 and later, the Business Process Monitor user interface can be viewed in the following languages in your Web browser:

| Language | Language Preference in Web Browser |
|----------|------------------------------------|
| Chinese | Chinese (China) [zh-cn] |
| English | English (United States) [en-us] |
| French | French (France) [fr] |
| Japanese | Japanese [ja] |
| Korean | Korean [ko] |

Use the language preference option in your browser to select how to view Business Process Monitor Admin. The language preference chosen affects only the user's local machine and not the Business Process Monitor machine or any other user accessing the same Business Process Monitor. The language is determined when you first open Business Process Monitor Admin; changing the language preference in your browser once you are working in Business Process Monitor Admin has no affect until you close and reopen Business Process Monitor Admin.

To view Business Process Monitor Administration in a specific language using Internet Explorer:

- 1 Select **Tools > Internet Options** and click **Languages**. The Language Preference dialog box opens.
- 2 Highlight the language in which you want to view Business Process Monitor Administration.

If the language you want is not listed in the dialog box, click **Add** to display the list of languages. Select the language you want to add and click **OK**.

- 3 Click **Move Up** to move the selected language to the first row.
- 4 Click **OK** to save the settings.

- 5 Refresh the page: the Business Process Monitor Administration user interface is displayed in the selected language.

Notes and Limitations

- ▶ Starting from Business Process Monitor version 7.0, there is no language pack installation. All translated languages are integrated into Business Process Monitor Multi-lingual User interface (MLU).
- ▶ Data stays in the language it was entered in, even if the language of the Web browser changes. Changing the language of the Web browser on your local machine does not change the language of Business Process Monitor definitions and configurations.
- ▶ If a user selects a language which is not supported by the Business Process Monitor Multi-lingual User interface, the Business Process Monitor Administration user interface appears in English.

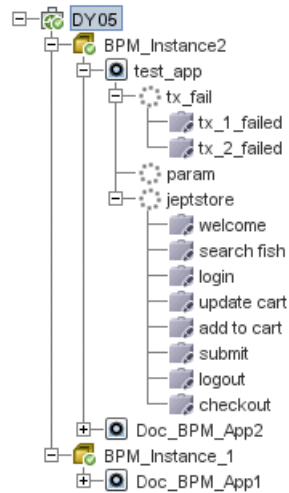
Moving Around the Business Process Monitor Admin Window

The Business Process Monitor Admin browser window is divided into three areas:

Business Process Monitor Tree

The left pane of the Business Process Monitor Admin window displays a hierarchical tree of the Business Process Monitor instances, applications, business transaction flows, and transactions included on the host machine. Each entity included in the tree provides a link to a page displayed in the right pane of the Business Process Monitor Admin window, in which you can view and configure relevant settings for the entity. You can search the tree for entities whose names contain a specific string. An icon is displayed for each entity in the tree, enabling you to identify the entity type. For user interface details on the Business Process Monitor tree, see "Business Process Monitor Tree Pane" on page 95.

The following is an example of the Business Process Monitor Admin hierarchical tree:



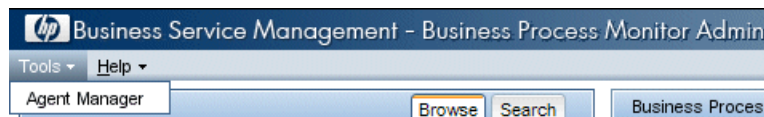
Top Bar

The top bar includes the following drop-down menus, with additional options for working with, and getting help in, Business Process Monitor Admin:

- **Tools.** Includes an option for adding other Business Process Monitor agents to the tree so that you can manage them in Business Process Monitor Admin on one machine.
- **Help.** Includes help options for Business Process Monitor Admin.

For user interface details on the top bar, see "Top Bar" on page 165.

The following is an example of the top bar, with the **Tools** drop-down menu displayed:



Info Area

When you select an entity in the Business Process Monitor tree in the left pane of the Business Process Monitor Admin window, the relevant page for that entity is displayed in the right pane of the window. The page enables you to view and, where applicable, configure settings for the selected entity. The following chapters describe the pages in Business Process Monitor Admin:

- "Business Process Monitor Host Page" on page 101
- "Instance Page" on page 117
- "Application Page" on page 139
- "Business Transaction Flow Page" on page 147
- "Business Transaction Page" on page 161

Note: When a Business Process Monitor instance connects to an HP Business Availability Center system earlier than version 9.00, profiles are included in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console, instead of applications and business transaction flows. To access the Business Process Monitor Profile page, select a profile in the Business Process Monitor tree. The Profile page user interface is similar to the business transaction flow page user interface. For details, see "Business Transaction Flow Page User Interface" on page 149.

Notes and Limitations for Business Process Monitor on Windows Vista

This section includes notes and limitations for Business Process Monitor when it is installed on Windows Vista.

Business Process Monitor User Permissions

Users logged in to the Business Process Monitor machine, as well as any users that Business Process Monitor is set to run as (either as a whole, or for a specific instance), must have full control permissions to the ..\<Business Process Monitor application directory>\config folder.

To set full control permissions to the ..\<Business Process Monitor application directory>\config folder:

- 1 Browse to the ..\<Business Process Monitor application directory>. The usual path is **C:\ProgramData\HP\BPM**.
- 2 Right-click the config folder and select **Properties** from the displayed menu.
- 3 In the displayed Properties dialog box, select the **Security** tab.
- 4 In the Security tab, select the user in the **Name** area, then in the **Permissions** area select the **Allow** check box for **Full Control**.
- 5 Click **OK** to save your changes and close the dialog box.

Editing Business Process Monitor Log and Configuration Files

Edit Business Process Monitor log and configuration files using Notepad only.

Enabling User Account Control

To run Business Process Monitor on Windows Vista, **User Account Control (UAC)** must be enabled for users with **User** privileges. For users with **Administrator** privileges, UAC can be enabled or disabled.

Notes and Limitations for Business Process Monitor on Windows 7

This section includes notes and limitations for Business Process Monitor when it is installed on Windows 7.

User Type

Business Process Monitor on Windows 2008 or Windows 7 must run under a user that has **Administrator** privileges.

Disabling User Account Control

To run Business Process Monitor on Windows 2008 or Windows 7, **User Account Control (UAC)** must be disabled for users with **Administrator** privileges.

Notes and Limitations for Business Process Monitor on Windows 2008

This section includes notes and limitations for Business Process Monitor when it is installed on Windows 2008.

User Type

Business Process Monitor on Windows 2008 or Windows 7 must run under a user that has **Administrator** privileges.

Disabling User Account Control

To run Business Process Monitor on Windows 2008 or Windows 7, **User Account Control (UAC)** must be disabled for users with **Administrator** privileges.

Manual Procedure Before Installing Business Process Monitor on Windows Server 2008 R2 64 Bit Platforms

You must carry out the following procedure before installing Business Process Monitor on a Windows Server 2008 R2 64 bit platform:

- 1** Open Server Manager (**Start > Administrative Tools > Server Manager**).
- 2** Click **Features** in the left tree and then click **Add Features** in the right panel.
- 3** Select the **.NET Framework 3.5.1 Features** check box and follow the online instructions.
- 4** Once .NET Framework 3.5.1 is installed, restart the computer and start the BPM installation.

4

Business Process Monitor Tree Pane

This chapter includes:

- Browse Tab on page 95
- Search Tab on page 98

Browse Tab

The **Browse** tab of the Business Process Monitor Tree pane displays a hierarchical tree of the Business Process Monitor and its configured instances, and the various entities assigned to them. Each entity included in the tree provides a link to a page displayed in the right pane of the Business Process Monitor Admin window, in which you can view and configure relevant settings for the entity. Action buttons enable you to refresh the tree, add additional instances to the Business Process Monitor, and delete existing instances.

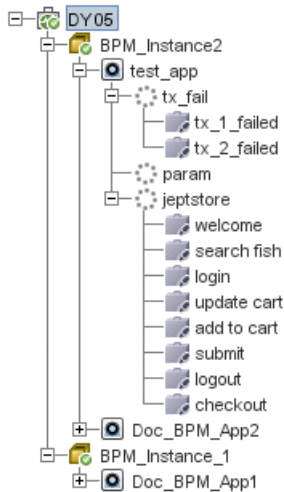
This section includes the following topics:

- "Business Process Monitor Tree" on page 96
- "Entity Icons" on page 97
- "Action Buttons" on page 98

Business Process Monitor Tree








The Business Process Monitor tree is a hierarchical tree of the Business Process Monitor instances configured on the host machine and the applications, business transaction flows, and transactions assigned to each instance. Instances that connect to HP Business Service Management systems earlier than version 9.00 also include profiles. Hold the cursor over an entity to display its type and full name. Click an entity to select it and display its settings in the right-hand pane of the Business Process Monitor Admin console. An icon is displayed next to each entity. For details, see "Entity Icons" on page 97.

The following is an example of the Business Process Monitor Admin hierarchical tree:



Entity Icons

An icon is displayed for each entity in the tree, enabling you to identify the entity type. The following icons are used:

| Icon | Represents: |
|---|--|
|  | Business Process Monitor Host |
|  | Instance – registration data received (from HP Business Service Management or from persistency files), and no fatal errors occurred for this instance. Note: The displayed instance status is the status received in the last communication from HP Business Service Management. |
|  | Instance – problem occurred (for example, connectivity to HP Business Service Management failed, or failed to create a specific user for that instance). Note: The displayed instance status is the status received in the last communication from HP Business Service Management. |
|  | Application |
|  | Business Transaction Flow |
|  | Business Transaction |
|  | Profile Note: Profiles are shown only for instances that connect to HP Business Service Management systems earlier than version 9.00. |

Action Buttons

The tool bar of action buttons for Business Process Monitor hosts and instances is located at the top of the **Browse** pane. Only the actions that are applicable to the entity selected in the tree are enabled.

For details on host actions, see "Host Actions" on page 104.

For details on instance actions, see "Instance Actions" on page 136.



The **Refresh** button, which you click to refresh the Business Process Monitor tree, is enabled for all entities.

Note: You can also access actions for a selected entity in the tree by right-clicking the entity to display a Shortcut menu of applicable actions.

Search Tab

In the **Search** tab, you can search for entities whose name contains a specified string. The search tab includes the following areas:

Search Definition Area

This area enables you to specify the string to search for in the entity names.


User interface elements are described below:

| UI Element | Description |
|-------------|---|
| Entity name | Enter the string for which to search. |
| Search | Click Search to run the search. |
| Clear | Click Clear to clear the string in the Entity name element. |

Search Results Area

This area enables you to view the search results (that is, the entities whose name include the specified string).

User interface elements are described below:

| UI Element | Description |
|---|--|
|  | <p>Display in Business Process Monitor Tree. Click to display the selected entity in the hierarchical tree in the Browse tab. For details, see "Browse Tab" on page 95.</p> |
| <p>Entity Name</p> | <p>The entity name.</p> <p>Note: You can filter the list of search results by entering a string in the filter at the top of this column.</p> |
| <p>Entity Type</p> | <p>The type of entity.</p> <p>Note: You can filter the list of search results by selecting a specific entity type to display from the drop-down list in the filter at the top of this column.</p> |

5

Business Process Monitor Host Page

This chapter includes:

- Host Page User Interface on page 101
- Host Actions on page 104

Host Page User Interface

This section describes the Business Process Monitor Host page in Business Process Monitor Admin. The Business Process Monitor Host page displays basic information about the Business Process Monitor installation and the host machine on which it is installed.

To access the Business Process Monitor Host page, select the host entity in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console. The host entity is the highest entity in the tree (that is, the entity at the top of the tree).





User interface elements are described below:



| UI Element | Description |
|--|--|
| Business Process Monitor name | The name of the Business Process Monitor. The name is automatically assigned during installation and is derived from the name of the host machine on which the Business Process Monitor is installed. |
| Health | <p>The health of the Business Process Monitor. The valid health statuses are:</p> <ul style="list-style-type: none"> ➤ OK ➤ Agent Launch Failed ➤ The agent was killed, failed to set a timer for restarting it ➤ Run as specific user – failed to switch to user ➤ Run as specific user – invalid password |
| Business Process Monitor operating system | The operating system of the host machine on which the Business Process Monitor is installed. |
| Configuration directory | <p>The Business Process Monitor configuration directory.</p> <p>Default value: <Business Process Monitor application directory>\config</p> <p>Note: The default Business Process Monitor application directory is:</p> <ul style="list-style-type: none"> ➤ Windows 2003 and Windows XP–C:\Documents and Settings\All Users\Application Data\HP\BPM ➤ Windows Vista, Windows 2008, and Windows 7–C:\ProgramData\HP\BPM |

| UI Element | Description |
|-------------------------------|--|
| Workspace directory | <p>The Business Process Monitor workspace directory, which you configure during the installation of Business Process Monitor.</p> <p>Default value: <Business Process Monitor application directory>\workspace</p> <p>Note: The default Business Process Monitor application directory is:</p> <ul style="list-style-type: none"> ▶ Windows 2003 and Windows XP–C: \Documents and Settings\All Users\Application Data\HP\BPM ▶ Windows Vista, Windows 2008, and Windows 7–C: \ProgramData\HP\BPM |
| Number of scripts | <p>The total number of scripts configured in all of the host's instances, and the number of those whose configuration status in End User Management Administration is set to Active.</p> |
| Number of WebTraces | <p>The total number of WebTraces configured in all of the host's instances, and the number of those whose configuration status in End User Management Administration is set to Active.</p> |
| Number of transactions | <p>The total number of transactions configured in all of the host's instances, and the number of those whose configuration status in End User Management Administration is set to Active.</p> |

Host Actions

When a Business Process Monitor host is selected, the following action buttons are enabled in the **Browse** tab of the Business Process Monitor Tree pane:

| Button | Description | For details, see... |
|---|---|--|
|  | <p>Create New Instance. Click to open the Create New Instance wizard, which you use to create a new instance on a Business Process Monitor host.</p> <p>Note: You can create a maximum of 16 instances on a Business Process Monitor host.</p> | "Create New Instance" on page 106 |
|  | Browse. Click to open a menu with the following browse options: | |
| | Browse Workspace | "Browse Workspace" on page 107 |
| | Browse Configuration Folder | "Browse Configuration Folder" on page 108 |
|  | Run. Click to open a menu with the following run options: | |
| | Run Page Component Breakdown | "Run Page Component Breakdown" on page 109 |
| | Run WebTrace | "Run WebTrace" on page 110 |
|  | Create Troubleshooting File. | "Create Troubleshooting File" on page 111 |

| Button | Description | For details, see... |
|---|--|------------------------------------|
|  | Set User Credentials. Click to set the user used to run the Business Process Monitor. | "Set User Credentials" on page 112 |
|  | Restart BPM. Click to restart the Business Process Monitor. Note: Restarting Business Process Monitor causes the loss of any data that has not yet been reported by Business Process Monitor to HP Business Service Management. | "Restart" on page 116 |

Note: You can also right-click a selected host in the tree to display a Shortcut menu of the applicable actions.

Create New Instance

The **Create New Instance** option enables you to create a new instance on a Business Process Monitor host machine, using the **Create New Instance** wizard. After creating a new Business Process Monitor instance, the host name for the instance is added to the list of available data collectors for running applications and business transaction flows in End User Management Administration. For details on specifying hosts for applications and business transaction flows, see *Using End User Management*, part of the HP Business Service Management Documentation Library.

Note:

- ▶ You add a default instance when you install Business Process Monitor. For details, see "Deploying Business Process Monitor" on page 21.
- ▶ You can create a maximum of 16 instances on a Business Process Monitor host.

Create New Instance Wizard

The elements included in the wizard pages are the same as the corresponding elements in the Instance page, where you can view and edit an existing instance's settings. For details, see "Instance Page" on page 117.

The wizard contains the following pages:

- ▶ Define Identification Parameters page. For user interface details, see "Business Service Management Registration Properties Area" on page 124.
- ▶ Run Instance as User page. For user interface details, see "Run as a Specific User Area" on page 128.
- ▶ Proxy Connection Settings page. For user interface details, see "Proxy Settings Area" on page 131.
- ▶ Security Settings page. For user interface details, see "Security Settings Area" on page 132.

Browse Workspace

The **Browse Workspace** option enables you to view the files stored in the Workspace directory. The Workspace directory comprises log files and other files that relate to Business Process Monitor operation. The log files document event information and errors for Business Process Monitor and its instances. For information on the contents of the log files, see "Workspace Directory and Log Files" on page 279.

When you select the Browse Workspace option, the Browse Workspace dialog box opens in a new window, comprising the following areas:

- ▶ **Left pane.** Displays a hierarchical tree of the folders, subfolder, and files included in the Workspace directory (the root entry in the tree).
- ▶ **Right pane.** Displays the contents of the file you select in the tree in the left pane. If the selected file is empty, the right pane also remains empty.

Note:

- ▶ You cannot edit the files from Business Process Monitor Admin, only view the file contents.
 - ▶ Use CTRL+F to find a specific string in a file.
 - ▶ If your log files contains non-English data, you must open them in a viewer that supports UTF-8 format parsing, for example, Notepad.
-

Browse Configuration Folder

The **Browse Configuration Folder** option enables you to view the files stored in the **config** directory. The config directory comprises configuration files that contain the options defined for Business Process Monitor. For information on the contents of the configuration files, see "Business Process Monitor Configuration Files" on page 217.

When you select the Browse Configuration Folder option, the Browse Configuration Folder dialog box opens in a new window, comprising the following areas:

- ▶ **Left pane.** Displays a tree of the files included in the **config** directory (the root entry in the tree).
- ▶ **Right pane.** Displays the contents of the file you select in the tree in the left pane. If the selected file is empty, the right pane also remains empty.

Note:

- ▶ You cannot edit the files from Business Process Monitor Admin, only view the file contents.
 - ▶ Use CTRL+F to find a specific string in a file.
-

Run Page Component Breakdown

The **Run Page Component Breakdown** option enables you to run an on-demand page component breakdown (PCBD) request for any Web page. Business Process Monitor measures response time while running the request, and collects breakdown data for each component of the accessed Web page. This information enables you to assess whether the response time was affected by page content. The data collected is reported only to Business Process Monitor Admin (not to HP Business Service Management).

When you select this option, the Run Page Component Breakdown dialog box opens. User interface elements are described below:

| UI Element | Description |
|---------------------------------|--|
| Address | The address for the target Web page. This may be: <ul style="list-style-type: none"> ▶ the name of a server on the local network ▶ a Web address ▶ the full URL for the page, for example: http://www.hp.com/ |
| Authentication user name | If the destination requires authentication, type the name of a recognized user. |
| Authentication password | The password for the authentication user name (or leave empty if the URL requires a blank password). |
| Timeout | A timeout value, in minutes. This value determines how long Business Process Monitor attempts to retrieve the page component data before timing out. Default value: 15 minutes |
| Run | Click to run the page component breakdown. The Invoke PCBD window opens, displaying the page component breakdown report. For details, see "Page Component Breakdown Report Overview" on page 170. |

Run WebTrace

The **Run WebTrace** option enables you to run a WebTrace to a destination Web site and view the resulting report. The WebTrace report provides information on network performance, which helps you analyze application performance issues.

The data collected is reported only to Business Process Monitor Admin (not to HP Business Service Management).

Note: Business Process Monitor cannot run WebTrace concurrently for more than 40 addresses, including both configured and on demand WebTraces.

When you select this option, the Run WebTrace dialog box opens. User interface elements are described below:

| UI Element | Description |
|-------------------------|--|
| WebTrace address | The destination Web address. Do not include the string http:// or https:// when typing the server address. For example: www.hp.com |
| Port | The port to access the Web address. If Business Process Monitor is accessing the Internet through a proxy server, or if the destination address requires access via https, specify port 443. Default value: 80 |
| Timeout | A timeout value, in minutes. This value determines how long Business Process Monitor attempts to access the Web address before timing out. Default value: 15 minutes |
| Run | Click to run the WebTrace. The Run WebTrace window opens, displaying the WebTrace report. For details, see "WebTrace Report" on page 197. |

Create Troubleshooting File

The **Create Troubleshooting File** option enables you to create a zip file of various Business Process Monitor directories and files for analysis or support purposes. When you select this option, the Create Troubleshooting File dialog box opens in a new window where you can select the following options:

- ▶ **Zip BPM Config and Workspace directories.** Select this to zip the entire contents of the Workspace and Config directories.
- ▶ **Include script directories.** The zip file is created by default without the script directories, minimizing the file size and enabling you to keep the script contents confidential. If the script directories are required, select this option to include them in the file, but note that this may considerably increase the size of the zip file.

Note: This option is enabled only when you select the **Zip BPM Config and Workspace directories** option.

- ▶ **Zip BPM client log files.** These are files generated by the Business Process Monitor Admin GUI on the client machine and give information to assist in troubleshooting the application GUI.

By default, a file called **BPM-<host name>-<date>-<time>.zip** is created, but you can specify a different file name and also select the location in which to save the file.

Set User Credentials

The **Set User Credentials** option enables you to set the user as which the data collection mechanism used by Business Process Monitor runs—the system user or a specific user.

This section includes the following topics:

- ▶ "Set User Credentials Overview" on page 112
- ▶ "Set User Credentials User Interface" on page 114
- ▶ "Set Full Control Permissions" on page 114

Set User Credentials Overview

By default, Business Process Monitor is set to run as a system user. You can set Business Process Monitor to run as a specific user (recommended), so that all Business Process Monitor-related processes, as well as all tasks defined for all Business Process Monitor instances, run as that user. Running it as a specific user limits access to resources, settings, and applications located on the local machine. (This may not be true for resources located on remote machines, where a specific user may have different privileges than the local system user.)

You can also set Business Process Monitor to run as a specific user during Business Process Monitor installation, or set an individual Business Process Monitor instance to run as a specific user (as described in "Run as a Specific User Area" on page 128).

It is recommended that you run scripts for all protocols (with the exception of Web protocols) with the Business Process Monitor instance/whole Business Process Monitor set to run as a specific user.

Notes and Limitations

When you set Business Process Monitor to run as a specific user, note the following:

- ▶ You cannot set the whole Business Process Monitor to run as a specific user if you have any individual Business Process Monitor instances set as specific user. You must first revert all instances to run as system user.
- ▶ If you set Business Process Monitor to run as a specific user, then you must set full control permissions for the user under the default Workspace directory and (for Windows platforms only) under the user Temp folder and the Windows installation folder. For details, see "Set Full Control Permissions" on page 114.
- ▶ If you set the whole Business Process Monitor to run as a specific user on a Windows platform, whether during installation or from the **Actions** menu, the user must have administrator permissions on the local machine.
- ▶ If you want to run QuickTest Professional scripts, it is recommended that you set Business Process Monitor to run as a specific user before assigning the QuickTest Professional scripts.

After running QuickTest Professional scripts as the system user, if you then set Business Process Monitor to run as a specific user, the script may fail. In this case, restart the Business Process Monitor machine.

For troubleshooting problems when setting Business Process Monitor as a specific user, see "Deployment Troubleshooting" on page 72.

Set User Credentials User Interface

When you select the **Set User Credentials** option in the **Actions** menu, the Set User Credentials dialog box opens. User interface elements are described below:

| UI Element | Description |
|----------------------------|---|
| System user | Select this radio button to configure Business Process Monitor to run as the system user. |
| Other user | Select this radio button to configure Business Process Monitor to run as a specific user and enter the following information: <ul style="list-style-type: none"> ▶ Name. The specific user name. ▶ Password. The password for the specific user. ▶ Domain. The domain of the specific user. |
| Set and Restart BPM | Click to save the new user details and to restart Business Process Monitor running as the new user. Note: This button is enabled only if you change the user credentials. |

Set Full Control Permissions

If you set Business Process Monitor to run as a specific user, then you must set full control permissions for the user under the default Workspace directory and (for Windows platforms only) under the user Temp folder and the Windows installation folder.

To set full control permissions on the Temp and Workspace directories:

- 1 Browse to the user Temp folder of the default user or the user that runs the Business Process Monitor. The usual path of the Temp folder is:
 - ▶ Windows 2003 or Windows XP
C:\Documents and Settings\\Local Settings\Temp
 - ▶ Windows Vista, Windows 2008, and Windows 7
C:\Users\\AppData\Local\Temp)

In the Temp directory, perform the following actions:

- Select **Properties** from the right-click menu for the folder.
 - In the displayed Temp Properties dialog box, select the **Security** tab.
 - Select the user in the **Name** area, then in the **Permissions** area select the **Allow** check box for **Full Control**.
 - Click **OK** to save your changes and close the dialog box.
- 2** Browse to the Temp directory in the Windows installation folder (usual path **C:\<Windows installation folder>\Temp**) and repeat the actions described in step 1 of this procedure.
 - 3** Browse to the default workspace directory for Business Process Monitor and repeat the actions described in step 1 of this procedure.
 - 4** Browse to the default application directory for Business Process Monitor and repeat the actions described in step 1 of this procedure.

Note: For details on the default application directory, see "How a Silent Installation Assigns Values" on page 58.

- 5** Browse to the default configuration directory (usual path **<Business Process Monitor application directory>\config**) and repeat the actions described in step 1 of this procedure.
- 6 (Windows 2003 and 2008 platforms)** Assign the user the logon right **Allow log on locally**. (For details see, [http://technet.microsoft.com/en-us/library/cc756809\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc756809(WS.10).aspx).)

Restart

The **Restart** option enables you to restart Business Process Monitor. When you select this option, Business Process Monitor Admin restarts all Business Process Monitor instances on the host machine. Note that it may take a minute or longer for Business Process Monitor Admin to reconnect to Business Process Monitor.

Note: When multiple run units (applications and business transaction flows) are running on a host, Business Process Monitor generates start offset values to distribute script runs optimally over time. Restarting Business Process Monitor prompts the recalculation of the start offset values.

If you create or delete applications and business transaction flows in End User Management Administration, you can restart Business Process Monitor to reset the automatic distribution of script runs. For more information on the automatic distribution feature, see "Start Offset" on page 206.

6

Instance Page

This chapter includes:

- ▶ Business Process Monitor Instances Overview on page 117
- ▶ Instance Page User Interface on page 119
- ▶ Instance Actions on page 136

Business Process Monitor Instances Overview

A single Business Process Monitor installation can communicate with multiple Business Service Management installations, each with its own tasks. Each such connection is called an instance.

Your Business Process Monitor installation can be used as the basis for multiple Business Process Monitor instances on the host machine. For example, you may require additional instances on the host machine to work with different HP Business Service Management Gateway Servers. Each instance runs its own tasks and reports independently to the relevant server. Multiple instances can also serve the same Business Service Management installation with different logical host names.

The initial installation of Business Process Monitor on the host machine automatically creates the first Business Process Monitor instance in Business Process Monitor Admin. During installation, you specify the Gateway Server details for this instance. If you create additional instances, you can specify the same Gateway Server, or, if you are using multiple Gateway Servers, you can specify a different Gateway Server for each Business Process Monitor instance.

Each instance is assigned a unique host alias, referred to as the host name. This host alias is used when designating hosts to run transactions for your applications in HP Business Service Management End User Management Administration. (Note that the host name does not imply the host machine name.) You also define a location name for each instance, used to help identify the instance in End User Management Administration and in End User Management reports. The same location name can be used for multiple instances, and does not need to be the location of the Business Process Monitor host machine. Changing a location name in the Location Manager in Business Service Management overrides the location configured for the instance in Business Process Monitor Admin.

For each instance, you specify server authentication, SSL, and proxy server information, as necessary. Business Process Monitor supports basic and NTLM authentication schemes. (If you receive an error message when the server tries to communicate with the instance, check which authentication scheme is in use, and that the correct authentication and proxy information is defined for the instance). For required parameter settings when configuring NTML authentication, see "Parameters in sconn.cfg" on page 249.

Note: You are required to specify the authentication user name and password parameters when creating or editing the instance.

In addition, you can configure the Business Process Monitor instance to run as a specific user, so that all tasks defined for the instance run as a specific user. Running the Business Process Monitor instance as a specific user may be necessary to solve access permission problems on your network.

Note: You can also set all Business Process Monitor instances on the machine to run as a specific user, as described in "Set User Credentials" on page 112.

For details on creating and deleting instances, see "Action Buttons" on page 98.

Instance Page User Interface

This section describes the Business Process Monitor Instance page in Business Process Monitor Admin. The Business Process Monitor Instance page displays status and configuration data for the selected instance.

To access the Business Process Monitor Instance page, select an instance entity in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console.

The Business Process Monitor Instance page comprises the following tabs:

- "Status" on page 119
- "Configuration" on page 124

Status

The status tab displays general information about the instance, its monitoring status, and the run units included in the instance. The status tab comprises the following areas:

- "General Information Area" on page 120
- "Monitoring Status Area" on page 121
- "Run Units Area" on page 122

General Information Area

This area enables you to view general information about the instance.

User interface elements are described below:

| UI Element | Description |
|--|---|
| Display name | The display name defined for the instance in Business Process Monitor Admin. This name is only used within Business Process Monitor Admin to identify the instance in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console. |
| Health | The communication status for the instance with HP Business Service Management. If an error is displayed, click the details link to display the original error message in its raw format. |
| Instance ID | Business Process Monitor internal ID for the instance. Tip: The ID may help you identify relevant folders in the Business Process Monitor workspace. |
| Last update configuration request | The last time that Business Process Monitor polled for changes made in Business Service Management End User Management Administration to Business Process Monitor. Note: Business Process Monitor also automatically polls for updates, according to the defined job poll interval (default = 2 minutes). |
| Last configuration update | The time of the last change made to the instance configuration. |

Monitoring Status Area

This area displays information on the tasks for the instance.

User interface elements are described below:


| UI Element | Description |
|-------------------------------|---|
| Number of applications | The total number of applications associated with the instance, and the number of those whose status in End User Management Administration is Active . |
| Number of scripts | The total number of scripts associated with the instance, and the number of those whose status in End User Management Administration is Active . |
| Number of WebTraces | The total number of WebTraces associated with the instance, and the number of those whose status in End User Management Administration is Active . |
| Number of transactions | The total number of transactions associated with the instance, and the number of those whose status in End User Management Administration is Active . |
| Pending samples | <p>The number of task reports (for completed runs of script transactions, WebTraces, and so forth) waiting to be relayed to the Business Service Management Gateway Server.</p> <p>Note: There are no limitations to the size of the queue except for the amount of free disk space available.</p> |

Run Units Area

This area displays details of the run units included in the instance. Run units are applications, or business transaction flows with their own schedule. For details on run units, see "Run Units" on page 202.

Note: An inactive business transaction flow that is part of an active application is considered to have its own schedule and is therefore considered as a separate run unit.

User interface elements are described below:

| UI Element | Description |
|---|---|
|  | <p>Change visible columns. Click to open a list of the available table columns, in a new window. Select a check box to display a column, or clear a check box to hide a column.</p> <p>Default value: All columns are displayed.</p> |
| <p>Type</p> | <p>The run unit type—application or business transaction flow.</p> |
| <p>Run Unit Name</p> | <p>The run unit name (that is, the application or business transaction flow name).</p> <p>Tooltip: The run unit's schedule.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ Click the name to select the application or business transaction flow in the Business Process Monitor tree and display the relevant page for it. For details on the Application page, see "Application Page" on page 139 and for details on the business transaction flow page, see "Business Transaction Flow Page" on page 147. ▶ This column is not visible when working in Business Process Monitor versions earlier than 9.00. |

| UI Element | Description |
|----------------------------|---|
| Last Run Start Time | The start time of the last run of the run unit on this instance, according to the local time on the Business Process Monitor machine. |
| Last Run Duration | The time, in seconds, it took to execute the last run of the run unit. |
| Status | <p>The current status of the run unit. Valid options are:</p> <ul style="list-style-type: none"> ➤ Currently running. The run unit is currently running tasks. ➤ Idle. The run unit is running, but has no tasks running at this time. ➤ Stopped. The run unit is stopped. ➤ Not initialized. The run unit has not yet started its initial run. <p>Note: If the status is Not initialized, the run unit is in the process of getting ready to run—creating the schedules, downloading the required scripts. If there is a problem (for example, if the script does not download or if there is an incorrect schedule definition) the run unit remains at this status and an error "failed to initialize profile X ..." is written in the agent log and in the agent_SiteX log.</p> |
| Application | The application name. If the run unit is an application, the run unit name and application are the same. If the run unit is a business transaction flow, this is the name of the application that includes the business transaction flow. |

Configuration

The configuration tab enables you to view and change the instance settings. The configuration tab comprises the following areas:

- "Business Service Management Registration Properties Area" on page 124
- "Run as a Specific User Area" on page 128
- "Proxy Settings Area" on page 131
- "Security Settings Area" on page 132
- "Obtaining a CA Root Certificate" on page 134
- "Working with a CA Issued Client Certificate" on page 135

Business Service Management Registration Properties Area

This area displays, and enables you to edit, the connection settings to the Business Service Management Gateway server.

| | |
|------------------------------|---|
| Important information | The display, host, and location names must be entered in English. If you use non-English strings in any of the names, Business Process Monitor must be installed on an operating system that supports these characters. |
|------------------------------|---|

User interface elements are described below:

| UI Element | Description |
|---------------------------|---|
| Display name | <p>The display name defined for the instance in Business Process Monitor Admin. This name is only used within Business Process Monitor Admin to identify the instance in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console.</p> <p>Syntax exceptions:</p> <ul style="list-style-type: none"> ▶ Can be up to 50 characters. ▶ Can include the following characters: 0-9, a-z, A-Z, hyphen (-), underscore (_). ▶ Cannot start or end with a hyphen (-) or an underscore (_). |
| Gateway Server URL | <p>The full URL of the Gateway Server to which this instance sends collected data. The URL must be in the following format:</p> <p>http (or https)://<Gateway Server name or IP address>:<port number>/topaz.</p> <p>If you do not specify a port number, the default port is used (80 for http and 443 for https).</p> <p>Note: The URL is case sensitive.</p> |

| UI Element | Description |
|------------------|--|
| Host name | <p>The host name defined for the instance. The host name is used to identify the instance in End User Management Administration and reports in Business Service Management.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ The host name must be unique within the Business Service Management environment. ▶ If you change the host name for an instance, HP Business Service Management assigns a new HostID value to the Business Process Monitor instance. As a result, the Business Process Monitor instance does not run applications or business transaction flows (or profiles for systems earlier than Business Service Management version 9.00) that use the original host name. To enable applications and business transaction flows (or profiles) to run correctly after changing the host name, you must update your applications and business transaction flows (or profiles) in End User Management Administration to use the new instance host name. <p>Syntax exceptions:</p> <ul style="list-style-type: none"> ▶ Do not use special characters if these characters are not supported in Business Service Management. Unsupported characters are blocked by Business Process Monitor Admin. ▶ Can be up to 50 characters. ▶ Can include the following characters: 0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ & * () _ - + = [] { } / ? . , " ' : ; < > (space). |

| UI Element | Description |
|----------------------|---|
| Location name | <p>The location defined for the instance.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ This field is displayed only for instances that include profiles. That is, instances that are configured for HP Business Availability Center (installations earlier than Business Service Management 9.00). ▶ Do not change the location for a Business Process Monitor instance that is designated as the host for a profile, when the database for the profile is down. Doing so removes the mapping from the profile to the instance, with no recovery. <p>Syntax exceptions:</p> <ul style="list-style-type: none"> ▶ Can be up to 50 characters. ▶ Can include the following characters: 0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ & * () _ - + = [] { } / ? . , ; (space). |

| UI Element | Description |
|-------------------------------------|--|
| Job poll interval (minutes) | <p>The defined frequency (in minutes) with which Business Process Monitor polls for assigned tasks (for example, running scripts or Webtrace) and changes to application configurations. This is an integer positive number of up to 4 digits.</p> <p>Default value: 2</p> |
| Time poll interval (minutes) | <p>The defined frequency (in minutes) with which Business Process Monitor polls HP Business Service Management for time synchronization. This is an integer positive number of up to 4 digits.</p> <p>Default value: 60</p> <p>Note: If a time change is made on the Business Service ManagementGateway Server, for example, for daylight saving time, then the time poll interval value should be changed to a value smaller than the default of 60 minutes, for each Business Process Monitor instance.</p> <p>If this is not done, it may take up to an hour for Business Process Monitor to be synchronized with the time change in Business Service Management, and during this period the Business Process Monitor samples are reported with the wrong time stamp.</p> |

Run as a Specific User Area

By default, each Business Process Monitor instance runs on the host machine as the system user, unless you configured the whole Business Process Monitor to run as a specific user (as described in "Set User Credentials" on page 112).

This area enables you to configure an individual instance (and not the whole Business Process Monitor) to run as a specific user. Running an instance as a specific user limits access to resources, settings, and applications located on the local machine. (This may not be true for resources located on remote machines, where a specific user may have different privileges than the local system user.)

Note:

If you want to run QuickTest Professional scripts as a specific user, it is recommended that you set each relevant Business Process Monitor instance to run as a specific user before assigning the QuickTest Professional scripts.

After running QuickTest Professional scripts as the system user, if you then set the Business Process Monitor instance to run as a specific user, the script may fail. In this case, restart the Business Process Monitor machine.

User interface elements are described below:

| UI Element | Description |
|------------------|---|
| User name | The specific user name. Syntax exceptions: <ul style="list-style-type: none"> ▶ Can be up to 24 characters. ▶ Cannot include spaces, nor any of the following characters: (; : " < > * + = \ ? ,) . |
| Password | The password for the user. |
| Domain | The domain of the user. Syntax exceptions: <ul style="list-style-type: none"> ▶ Can be up to 67 characters long. ▶ Can include the following characters: 0-9, a-z, A-Z, hyphen (-). ▶ Cannot start or end with a hyphen (-), nor can it include spaces. |

If you are running a Business Process Monitor instance as a specific user without administrator permissions on the local machine, you need to set additional permissions for the user.

To set additional permissions for a specific user without administrator permissions:

- 1** Assign Read & Execute permissions to the Business Process Monitor installation directory.
- 2** Assign Full Control permissions to the relevant directory for the instance. For example, the first instance must have access rights to the ..\Workspace\agent1\site1 directory.
- 3** Assign Write permissions to the ..\Workspace\agent1\data\snapshots directory.
- 4** Assign Write permissions to the default user temp directory. All MDRV based programs in the system use this directory for certain processes, for example when using a script with parameters. The directory is usually located under:
 - ▶ Windows XP
C:\Documents and Settings\LocalService\Local Settings\Temp
 - ▶ Windows 2003
C:\Documents and Settings\Default User\Local Settings\Temp
 - ▶ Windows Vista, Windows 2008, and Windows 7
C:\Users\\AppData\Local\Temp

Proxy Settings Area

This area enables you to configure proxy settings, if the Business Process Monitor instance accesses the Business Service Management Gateway Server through a proxy server.

| | |
|------------------------------|--|
| Important information | <ul style="list-style-type: none"> ▶ To configure reverse proxy, do not use these proxy settings, but configure the reverse proxy server URL instead of the Gateway Server URL in the "Business Service Management Registration Properties Area" on page 124. ▶ If you create an instance with proxy settings and the instance gives errors and does not function properly, delete the instance, recreate it without proxy settings, and then add the required proxy settings to the recreated instance. |
|------------------------------|--|

User interface elements are described below:

| UI Element | Description |
|----------------------------------|--|
| Proxy user name | The user name for the proxy server. Note: To configure a user name, you must also configure the proxy server URL. |
| Proxy password | The password for the user. |
| Proxy domain | The domain of the user. |
| Proxy URL | The URL for the proxy server. Note: The proxy URL must be in the following format: http (or https)://<host name or IP address>:<port number>/URI path. |
| Proxy authentication type | The type of authentication— Basic or NTLM . Default value: Basic |

Security Settings Area

This area enables you to configure authentication parameters for the Business Process Monitor instance to support the authentication scheme in use by the HP Business Service Management Gateway Server (basic or NTLM authentication). It also enables you to define SSL settings if the Business Process Monitor instance is communicating with the HP Business Service Management Gateway Server using SSL.

For more information on using basic authentication in HP Business Service Management, see the *HP Business Service Management Hardening Guide* PDF, part of the HP Business Service Management Documentation Library.

For more information on supporting SSL communication, see "Communication Using SSL" on page 274.

Note:

- ▶ To define basic authentication requirements for accessing Business Process Monitor Admin, see "Enabling User Authentication" on page 263.
 - ▶ For required parameter settings when configuring NTLM authentication, see "Parameters in sconn.cfg" on page 249.
-

User interface elements are described below:

| UI Element | Description |
|---------------------------------|--|
| Authentication Settings | |
| Authentication user name | The name of the user (recognized by the Business Service Management Gateway Server) for authentication |
| Authentication password | The password for the configured user. |
| Authentication domain | The domain for the configured user. |
| Authentication type | The type of authentication— Basic or NTLM . Default value: Basic |

| UI Element | Description |
|--|---|
| <p>SSL Settings</p> <p>Note:</p> <ul style="list-style-type: none"> ➤ All certificates must be Base64 encoded. ➤ For details on obtaining a client certificate, see "Working with a CA Issued Client Certificate" on page 135. ➤ For details on obtaining a CA root certificate, see "Obtaining a CA Root Certificate" on page 134. | |
| <p>SSL client certificate file</p> | <p>The path of the PEM file that holds the client-side certificate. For details, see step 2b in "Working with a CA Issued Client Certificate" on page 135.</p> <p>Note: This field is relevant if the BSM Gateway server requires client-side certification.</p> <p>Syntax exceptions: You cannot use a UNC (Uniform Naming Convention) path.</p> |
| <p>SSL private key file</p> | <p>The path of the PEM file that holds the private key used as a public/private pair key for the public key in the client-side certificate. For details, see step 2c in "Working with a CA Issued Client Certificate" on page 135.</p> <p>Note: This field is relevant if the BSM Gateway server requires client-side certification.</p> <p>Syntax exceptions: You cannot use a UNC (Uniform Naming Convention) path.</p> |
| <p>SSL private key password</p> | <p>The password of the private key, if the private key was encrypted with a password.</p> <p>Note: This field is relevant if the BSM Gateway server requires client-side certification.</p> |

| UI Element | Description |
|---------------------------------------|---|
| SSL authority certificate file | <p>If the BSM Gateway server to which BPM connects is configured for SSL, enter the full path to the CA root certificate file. For details on obtaining a CA root certificate file, see "Obtaining a CA Root Certificate" on page 134.</p> <p>Alternatively, you can add a CA root certificate file to BPM, in which case leave this field empty. For details on adding a CA root certificate to BPM, see the second option in step 3 of "Obtaining a CA Root Certificate" on page 134.</p> <p>Syntax exceptions: You cannot use a UNC (Uniform Naming Convention) path.</p> |
| SSL host name validation | <p>The type of host name validation. Valid types are:</p> <ul style="list-style-type: none"> ▶ Full ▶ No host name validation ▶ None <p>Default value: Full (recommended)</p> |

Obtaining a CA Root Certificate

To obtain a CA root certificate:

- 1 Obtain a CA root certificate in PEM format (Base64 encoded).
- 2 If you do not have a CA root certificate in PEM format:
 - a Obtain a CA root certificate in Base64 format (you can usually export it from the browser, for example into c:\ca.cer)
 - b Convert the certificate obtained in step a to PEM format using OpenSSL:
 - ▶ In BPM\bin\ directory, run openssl_10_x32.exe.
 - ▶ When prompted, enter x509 -in <Certificate file full path in Base64 format> -out <Certificate file full path in PEM format>.

For example: x509 -in c:\ca.cer> -out c:\ca.pem

Troubleshooting: If you receive an error during the x509 conversion, make sure your ca.cer is Base64 encoded. To check this, open the certificate in a text editor. If it starts with -----BEGIN CERTIFICATE----- then the file is Base64 encoded, otherwise the file is DER encoded.

3 Add the CA root certificate using one of the following options:

Option 1 - Import the CA root certificate into the BPM truststore:

a In **BPM\JRE6\bin**, run `keytool -import -alias <your alias name> -file <certificate file> -keystore <the truststore used by the JRE> -trustcacerts -storepass <store password>`

For example: `keytool -import -alias myca -file c:\ca.cer -keystore ..\lib\security\cacerts -trustcacerts -storepass changeit`

b Set the **SSL authority certificate file** field to point to the CA root certificate file in PEM format.

c Click **Save** and wait for the instance to restart.

Option 2 - Add the CA root certificate to the BPM truststore file to ensure that BSM is trusted by any BPM instance:

a Open the **BPM\dat\cert\default_auth_cert.pem** file.

b Append the content of the CA root certificate file (in PEM format) to the `default_auth_cert.pem` file you opened, and save it.

c Restart BPM.

Working with a CA Issued Client Certificate

To work with a CA client certificate:

1 Request a client certificate from your CA with keys marked as exportable, then export the certificate in PFX format with a password protected private key.

2 Split the client certificate into two files in PEM format using OpenSSL:

a In the **BPM\bin** directory, run `openssl_10_x32.exe`.

b For setting the **SSL client certificate file** field, when prompted enter `pkcs12 -in <CA client certificate in PFX format> -clcerts -nokeys -out <BPM client certificate in PEM format>`.

For example, if the client certificate in PFX format is bpm_client.pfx, enter: pkcs12 -in c:\bpm_client.pfx -clcerts -nokeys -out c:\bpm_client_cert.pem.

Then set the **SSL client certificate file** field to point to <BPM client certificate in PEM format>.



- c For setting the **SSL private key file** field, when prompted enter pkcs12 -in <CA client certificate in PFX format> -out <BPM private key in PEM format> -nodes.



For example, if the client certificate in PFX format is bpm_client.pfx, enter: pkcs12 -in c:\bpm_client.pfx -out c:\bpm_client_key.pem -nodes.

Then set the **SSL private key file** field to point to <BPM private key in PEM format>.

Instance Actions

When a Business Process Monitor instance is selected, the following action buttons are enabled in the **Browse** tab of the Business Process Monitor Tree pane:

| Button | Description |
|---|---|
|  | <p>Remove Instance. Click to delete the selected instance.</p> |
|  | <p>Browse. Click to open a Shortcut menu and click the Browse Instance Files option. The instance log files are displayed in a new window.</p> <p>For details, see "Browse Instance Files" on page 138.</p> |

| Button | Description |
|---|--|
|  | <p>Request Configuration Update. Click to update changes made in End User Management Administration (in Business Service Management) to the Business Process Monitor instance. This button enables you to manually prompt Business Process Monitor to poll for changes; Business Process Monitor also automatically polls for updates, according to the defined job poll interval for the instance (default = 2 minutes).</p> |
|  | <p>Purge Samples. Click to remove all task reports waiting to be relayed to the Business Service Management Gateway Server from the queue.</p> <p>Note: Once you click the Purge Samples button, all waiting data is purged from the Business Process Monitor memory and cannot be retrieved.</p> |

Note: You can also right-click a selected instance in the tree to display a Shortcut menu of the applicable actions.

Browse Instance Files

When you select the Browse Instance Files option, the **Browse Instance Files** dialog box opens in a new window, comprising the following areas:

- ▶ **Left pane.** Displays a tree of the files included in the instance's **Site(n)** directory (the root entry in the tree), where **(n)** is an internal number assigned by Business Process Monitor Admin to the instance. The files included are configuration and script files.
-

Note: The following files are not included in the instance directory:

- ▶ log files for retrieving configurations from Business Service Management
 - ▶ log files for sending samples to Business Service Management
 - ▶ log files for Business Service Management business logic
-

- ▶ **Right pane.** Displays the contents of the file you select in the tree in the left pane. If the selected file is empty, the right pane also remains empty.
-

Note:

- ▶ You cannot edit the files from Business Process Monitor Admin, only view the file contents.
 - ▶ Use CTRL+F to find a specific string in a file.
-

7

Application Page

This chapter includes:

- ▶ Application Page User Interface on page 139

Application Page User Interface

The Business Process Monitor Admin Application page enables you to view details of an application configured in Business Service Management End User Management Administration to which an instance is assigned. To access the Business Process Monitor Application page, select an application in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console.

Note: When you configure applications in End User Management Administration, application names, as well as the names of the included business transaction flows, transactions, and scripts, must be entered in the same language that is set for the operating system of the Business Process Monitor on which they are run. For details on configuring applications in End User Management Administration, see "Business Process Monitor Application Configuration Wizard" in *Using End User Management*.

The Application page includes the following areas:

- ▶ "General Information Area" on page 140
- ▶ "Schedule List Area" on page 141

- ▶ "Monitoring Status Area" on page 141
- ▶ "Business Transaction Flows Overriding Application Schedule Area" on page 146

General Information Area

This area enables you to view general information about the application.

User interface elements are described below:

| UI Element | Description |
|----------------------|--|
| Display name | The name of the application as configured in End User Management Administration in HP Business Service Management. |
| Status | The current status of the application in HP Business Service Management— Active , Inactive , or Downtime . |
| Location name | The location defined for the instance. Note: <ul style="list-style-type: none"> ▶ The location name represents the name set by the Location Manager, and is also used in End User Management in Business Service Management. ▶ The location name may be overridden by the Location Manager in Business Service Management. |

Schedule List Area

This area enables you to view the schedules configured for the application.

User interface elements are described below:



| UI Element | Description |
|-----------------------------|---|
| Schedule Description | The schedule for running the application on this Business Process Monitor instance, as configured in End User Management Administration. If the application has multiple schedules, all schedules are shown. (For more information, see "Schedules" on page 204.) |
| Time Zone | The time zone to use for the Business Process Monitor instance, as configured in End User Management Administration. |
| Start Offset | The start offset, which specifies the delay between the application schedule time and the actual run time. (For information on how the start offset is calculated, see "Start Offset" on page 206.) |



Monitoring Status Area

This area enables you to view general information about the application, as well as the running order and dependencies of the selected application's tasks.

User interface elements are described below:

| UI Element | Description |
|------------------------|---|
| <General Information> | |
| Number of tasks | The number of tasks included in the application run unit. |

| UI Element | Description |
|--|--|
| Status | <p>The application run unit status. Valid options are:</p> <ul style="list-style-type: none"> ▶ Not initialized – The run unit has not yet been initialized. ▶ Running – The run unit is currently running on this Business Process Monitor instance. ▶ Idle – The run unit is not currently running on this instance and is waiting for the next scheduled run. ▶ Downtime. The run unit is not currently running on this instance. |
| Last start time | The time that the run unit was last run. |
| Last run duration | The duration of the run unit's last run. |
| Run mode | The run mode configured for the application. For details on run modes, see "Run Modes" on page 209. |
| <Tasks> | |
|  | <p>Task Properties. Click to open a new window showing the script or WebTrace properties. For details, see "Script Properties Window" on page 158 and "WebTrace Properties Window" on page 160.</p> |
|  | <p>Browse Script. Click to display the script log file (in case of error during last run then mdrv log file) for the last run of the task. For details on log files, see "Workspace Directory and Log Files" on page 279.</p> <p>Note: This element is disabled for all WebTraces and for scripts for which there is no Last Run Status data.</p> |

| UI Element | Description |
|---|---|
|  | <p>Run Task. Click to run a selected task. Details of the run are reported in a new window. For details on task reports, see "Task Reports" on page 169.</p> <p>When you run a script, the Run Script dialog box opens, where you can set the log level for the script run and add additional command line parameters. For details on setting log levels, see "Setting the Log Level" on page 169. Note that these changes are only applicable to this run of the script.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ The task run data is not sent to HP Business Service Management. ▶ The task run does not affect the run unit's regular scheduling in Business Process Monitor, or the run of any other run unit in Business Process Monitor. |
|  | <p>Change visible columns. Click to open a list of the available task table columns, in a new window. Select a check box to display a column, or clear a check box to hide a column.</p> <p>Default value: All columns are displayed.</p> |
| <p>Run Order</p> | <p>The order in which the tasks are run. This is determined by the run mode configured for the Business Process Monitor in End User Management Administration. For details on run modes, see "Run Modes" on page 209.</p> |
| <p>Name</p> | <p>The script or WebTrace name.</p> |
| <p>Type</p> | <p>The type of task—script, WebTrace, or single URL.</p> |


| UI Element | Description |
|---------------|--|
| BTF | <p>The business transaction flow in which the task is included, as configured in End User Management Administration.</p> <p>Note: WebTraces configured directly for the application are not included in a business transaction flow and in such cases, this cell displays n/a.</p> <p>Note: Click a business transaction flow link to select the business transaction flow in the Business Process Monitor tree and display the relevant page.</p> |
| Status | <p>The current status of the task. Valid options are:</p> <ul style="list-style-type: none"> ▶ Not initialized – The task has not yet been initialized. ▶ Running – The task is currently running on this Business Process Monitor instance. ▶ Idle – The task is not currently running on this instance. |

| UI Element | Description |
|------------------------|--|
| Last Run Status | <p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> ➤ Finished properly – The task finished running with no errors. ➤ Finished (errors occurred) – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the network.txt and webtrace.txt files in the workspace\webtrace folder. For details of browsing the workspace folder, see "Browse Workspace" on page 107. ➤ Failed to start – The task failed to start running. ➤ Terminated unexpectedly – The task failed during the run. ➤ Error: Aborted – The task was aborted. ➤ Aborted (timeout) – The task was timed-out and stopped running. ➤ End status is not set – The task has not run yet, therefore no end status is available. ➤ n/a – Run status is not applicable for the task, for example, if the application is inactive. |
| Last Run Time | The duration of the last run. |

Business Transaction Flows Overriding Application Schedule Area

This area enables you to view general information about business transaction flows that are part of the application, but which have their own schedules, so are considered as separate run units.

User interface elements are described below:

| UI Element | Description |
|---|--|
|  | <p>Change visible columns. Click to open a list of the available table columns, in a new window. Select a check box to display a column, or clear a check box to hide a column.</p> <p>Default value: All columns are displayed.</p> |
| BTF Name | The business transaction flow name. |
| Last Run Start Time | The time that the run unit was last run. |
| Last Run Duration | The duration of the last run of the run unit. |
| Status | <p>The current status of the business transaction flow. Valid options are:</p> <ul style="list-style-type: none"> ▶ Not initialized – The run unit has not yet been initialized. ▶ Running – The run unit is currently running on this Business Process Monitor instance. ▶ Idle – The run unit is not currently running on this instance. |

8

Business Transaction Flow Page

This chapter includes:

- Profile Page on page 147
- Business Transaction Flow Page Overview on page 148
- Business Transaction Flow Page User Interface on page 149

Profile Page

When a Business Process Monitor instance connects to an HP Business Availability Center system earlier than version 9.00, profiles are included in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console, instead of applications and business transaction flows. To access the Business Process Monitor Profile page, select a profile in the Business Process Monitor tree. The Profile page user interface is similar to the Business Transaction Flow page user interface for business transaction flows that have their own schedule (that is, business transaction flows that are independent run units). For details, see "Business Transaction Flow Page User Interface" on page 149.

Business Transaction Flow Page Overview

A business transaction flow is a logical user flow in an application. For example, in a human resources application you may have a business transaction flow for registering a new employee. You assign a script to the business transaction flow (you can assign more than one script, although it is recommended to assign only one) that contains individual transactions. For example, the script for the business transaction flow for registering a new employee may include transactions for logging in to the application, entering the new employee's personal details, marking a check list to ensure that all necessary documents have been received from the new employee, and logging out of the system. For details on configuring business transaction flows in End User Management Administration, see "Business Transaction Flow Configuration Wizard" in *Using End User Management*.

By default, a business transaction flow uses the same schedules and run modes as its parent application, but you can configure different schedules and run modes specifically for a business transaction flow. If a business transaction flow has its own schedule, it is not included in the application run on the Business Process Monitor instance, but is run as an independent unit. For details on run units, see "Run Units" on page 202.

The Business Process Monitor Admin Business Transaction Flow page enables you to view details of a business transaction flow configured in Business Service Management End User Management Administration to which an instance is assigned. There are slight differences in the Business Transaction Flow page depending on whether the business transaction flow uses its parent application's schedule or whether it has its own overriding schedule. To access the Business Process Monitor Business Transaction Flow page, select a business transaction flow in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console.

Note: When you configure business transaction flows in End User Management Administration, business transaction flow names, as well as the names of the included transactions and scripts, must be entered in the same language that is set for the operating system of the Business Process Monitor on which they are run.

Business Transaction Flow Page User Interface

The Business Transaction Flow page includes the following areas:

- "General Information Area" on page 149
- "Schedule List Area" on page 150
- "Monitoring Status Area" on page 151
- "Tasks Area" on page 152
- "Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area" on page 155

General Information Area

This area enables you to view general information about the business transaction flow.

User interface elements are described below:

| UI Element | Description |
|---------------------|---|
| Display name | The name of the business transaction flow as configured in End User Management Administration in HP Business Service Management. |
| Status | The current status of the business transaction flow in HP Business Service Management—active or inactive. Note: A message is displayed if the business transaction flow is active, but its parent application is inactive |

Schedule List Area

This area enables you to view the schedules configured for the business transaction flow.

User interface elements are described below:

| UI Element | Description |
|-----------------------------|--|
| Schedule Description | The schedule for running the business transaction flow on this Business Process Monitor instance, as configured in End User Management Administration. If the business transaction flow has multiple schedules, all schedules are shown. (For more information, see "Schedules" on page 204.) |
| Time Zone | The time zone to use for the Business Process Monitor instance, as configured in End User Management Administration. |
| Start Offset | The start offset, which specifies the delay between the business transaction flow schedule time and the actual run time. (For information on how the start offset is calculated, see "Start Offset" on page 206.) |
| Source | <p>The schedule source. Valid options are:</p> <ul style="list-style-type: none"> ▶ Own Schedule. The business transaction flow has its own schedule and is therefore an independent run unit (that is, it is not included in its parent application's run unit). ▶ Application Schedule. The business transaction flow is included in its parent application's run unit and uses its parent application's schedule. |

Monitoring Status Area

This area enables you to view the general status and configuration of the business transaction flow.

Note: This area is displayed only for business transaction flows that have their own schedule and therefore, their own run unit.

User interface elements are described below:



| UI Element | Description |
|--------------------------|--|
| Number of tasks | The number of tasks included in the business transaction flow run unit. |
| Status | The current status of the business transaction flow run unit. Valid options are: <ul style="list-style-type: none"> ▶ Not initialized – The run unit has not yet been initialized. ▶ Currently running – The run unit is currently running on this Business Process Monitor instance. ▶ Idle – The run unit is not currently running on this instance. |
| Last start time | The start time of the last run. |
| Last run duration | The duration of the last run. |
| Run mode | The run mode configured for the business transaction flow. For details on run modes, see "Run Modes" on page 209. |


Tasks Area

This area enables you to view the tasks configured for the business transaction flow and to run them.

Note: This area is displayed only for business transaction flows that have their own schedule and therefore, their own run unit. For details on business transaction flows that use their parent application's schedule, see "Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area" on page 155.

User interface elements are described below:

| UI Element | Description |
|---|---|
|  | <p>Task Properties. Click to open a new window showing the script or WebTrace properties. For details, see "Script Properties Window" on page 158 and "WebTrace Properties Window" on page 160.</p> |
|  | <p>Browse Script. Click to display the BPM script folder in a new window. (If an mdrv log file exists, it is selected automatically.) For details on log files, see "Workspace Directory and Log Files" on page 279.</p> <p>Note: This element is disabled for all WebTraces and for scripts for which there is no Last Run Status data.</p> |

| UI Element | Description |
|---|--|
|  | <p>Run Task. Click to run a selected task. Details of the run are reported in a new window. For details on the reports, see "Task Reports" on page 169.</p> <p>When you run a script, the Run Script dialog box opens, where you can set the log level (Disabled, Brief, or Extended) to determine the extent of the information logged to the output for the script run, and add additional command line parameters. Note that these changes are only applicable to this run of the script.</p> <p>Note:</p> <ul style="list-style-type: none"> ➤ The task run data is not sent to HP Business Service Management. ➤ The task run does not affect the run unit's regular scheduling in Business Process Monitor, or the run of any other run unit in Business Process Monitor. |
| Run Order | The order in which the tasks are run. This is determined by the run mode configured for the business transaction flow in End User Management Administration. For details on run modes, see "Run Modes" on page 209. |
| Name | The task name, as configured in End User Management Administration. |
| Type | Script, WebTrace, or Single URL. |



| UI Element | Description |
|------------------------|--|
| Last Run Status | <p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> ▶ Finished properly – The task finished running with no errors. ▶ Finished (errors occurred) – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant log files for further information on the errors encountered. For details on the log files, see "Workspace Directory and Log Files" on page 279. ▶ Failed to start – The task failed to start running. ▶ Terminated unexpectedly – The task failed during the run. ▶ Error: Aborted – The task was aborted. ▶ Aborted (timeout) – The task was timed-out and stopped running. ▶ End status is not set – The task has not run yet, therefore no end status is available. ▶ n/a – Run status is not applicable for the task, for example, if the application is inactive |
| Last Run Time | The time of the last run. |
| Status | <p>The current status of the task. Valid options are:</p> <ul style="list-style-type: none"> ▶ Not initialized – The task has not yet been initialized. ▶ Running – The task is currently running on this Business Process Monitor instance. ▶ Idle – The task is not currently running on this instance. |


Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area

This area enables you to view the scripts and WebTraces configured for the business transaction flow, as well as the scripts and WebTraces configured for the business transaction flow's parent application. You can also run a script or WebTrace.

Note: This area is displayed only for business transaction flows that are included in their parent application's run unit (that is, business transaction flows that do not have their own schedule).

User interface elements are described below:


| UI Element | Description |
|---|---|
|  | <p>Task Properties. Click to open a new window showing the script or WebTrace properties. For details, see "Script Properties Window" on page 158 and "WebTrace Properties Window" on page 160.</p> |
|  | <p>Browse Script. Click to display the BPM script folder in a new window. (If an mdrv log file exists, it is selected automatically.) For details on log files, see "Workspace Directory and Log Files" on page 279.</p> <p>Note: This element is disabled for all WebTraces and for scripts for which there is no Last Run Status data.</p> |

| UI Element | Description |
|---|---|
|  | <p>Run Task. Click to run a selected task. Details of the run are reported in a new window. For details on task reports, see "Task Reports" on page 169.</p> <p>When you run a script, the Invoke Script dialog box opens, where you can set the log level for the script run and add additional command line parameters. For details on setting log levels, see "Setting the Log Level" on page 169. Note that these changes are only applicable to this run of the script.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ The task run data is not sent to HP Business Service Management. ▶ The task run does not affect the run unit's regular scheduling in Business Process Monitor, or the run of any other run unit in Business Process Monitor. |
| Included in Selected BTF | A check mark denotes that the script or WebTrace is included in the selected business transaction flow and not in its parent application. |
| Run Order | The order in which the tasks are run. This is determined by the run mode configured for the business transaction flow's parent application in End User Management Administration. For details on run modes, see "Run Modes" on page 209. |
| Name | The task name, as configured in End User Management Administration. |
| Type | Script, WebTrace, or Single URL. |
| BTF | The name of the BTF in which the script or WebTrace is included. |

| UI Element | Description |
|------------------------|--|
| Status | <p>The current status of the task. Valid options are:</p> <ul style="list-style-type: none"> ▶ Not initialized – The task has not yet been initialized. ▶ Running – The task is currently running on this Business Process Monitor instance. ▶ Idle – The task is not currently running on this instance. |
| Last Run Status | <p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> ▶ Finished properly – The task finished running with no errors. ▶ Finished (errors occurred) – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant log files for further information on the errors encountered. For details on the log files, see "Workspace Directory and Log Files" on page 279. ▶ Failed to start – The task failed to start running. ▶ Terminated unexpectedly – The task failed during the run. ▶ Error: Aborted – The task was aborted. ▶ Aborted (timeout) – The task was timed-out and stopped running. ▶ End status is not set – The task has not run yet, therefore no end status is available. ▶ n/a – Run status is not applicable for the task, for example, if the application is inactive |
| Last Run Time | The time of the last run. |

Script Properties Window

This window displays general details about a script and its included transactions.

To access the Script Properties window for a selected script, click the **Task Properties**  button in the Tasks area.


User interface elements are described below:

| UI Element | Description |
|----------------------------------|---|
| General Information | |
| Name | The script name, as configured in End User Management Administration. |
| Script Repository Version | The version of the script used. |
| Last Run Status | <p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> ▶ Finished properly – The task finished running with no errors. ▶ Finished (errors occurred) – The task finished running; however, there may be some errors in the task reports. Check the MDRV log file for further information on the errors encountered. ▶ Failed to start – The task failed to start running. ▶ Terminated unexpectedly – The task failed during the run. ▶ Error: Aborted – The task was aborted. ▶ Aborted (timeout) – The task was timed-out and stopped running. ▶ End status is not set – The task has not run yet, therefore no end status is available. ▶ n/a – Run status is not applicable for the task, for example, if the application is inactive. |
| Last Run Time | The time of the last run. |
| Last Run Duration | The duration of the last run. |

| UI Element | Description |
|---|---|
| Transactions - lists the transactions included in the script and displays the following data for them: | |
| Name | The transaction name as used in the script. |
| Original Name | The original transaction name. Note: If you change the name of a Business Transaction CI in End User Management Administration, the transaction name in existing scripts is not changed. Elsewhere, however, (for example, in Service Health, reports, and End User Management Administration) the transaction name is changed and persistent data for the CI is preserved. |
| OK | The response time threshold below which the transaction's status is OK, as configured in End User Management Administration. |
| Minor | The response time thresholds between which the transaction's status is Minor, as configured in End User Management Administration. |
| Critical | The response time threshold above which the transaction's status is Critical, as configured in End User Management Administration. |
| Outlier | The response time threshold above which the transaction is considered to be an Outlier, as configured in End User Management Administration. Outliers are transactions whose response time exceeds a defined time range. |
| Availability | The availability threshold configured for the transaction in End User Management Administration in Business Service Management. |
| Parameters - lists the parameters used in the script and displays the following data for them: | |
| Name | The parameter name. |
| Value | The parameter value. |

WebTrace Properties Window

This window displays general details about a WebTrace.

To access the WebTrace Properties window for a selected WebTrace, click the **Task Properties**  button in the Tasks area.

User interface elements are described below:

| UI Element | Description |
|--------------------------|--|
| URL | The URL accessed by the WebTrace |
| Port | The port for the URL accessed by the WebTrace |
| Last Run Status | <p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> ▶ Finished properly – The task finished running with no errors. ▶ Finished (errors occurred) – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant WebTrace log files for further information on the errors encountered. For details on log files, see "Workspace Directory and Log Files" on page 279. ▶ Failed to start – The task failed to start running. ▶ Terminated unexpectedly – The task failed during the run. ▶ Error: Aborted – The task was aborted. ▶ Aborted (timeout) – The task was timed-out and stopped running. ▶ End status is not set – The task has not run yet, therefore no end status is available. ▶ n/a – Run status is not applicable for the task, for example, if the application is inactive. |
| Last Run Time | The time of the last run. |
| Last Run Duration | The duration of the last run. |

9

Business Transaction Page

This chapter includes:

- Business Transaction Page User Interface on page 161

Business Transaction Page User Interface

The Business Process Monitor Admin Business Transaction page enables you to view details of a transaction included in business transaction flow's script, as configured in Business Service Management End User Management Administration, to which an instance is assigned. To access the Business Process Monitor Business Transaction page, select a transaction in the Business Process Monitor tree displayed in the left pane of the Business Process Monitor Admin console.

Note: When you configure transaction in a script or in End User Management Administration, the names of transactions must be entered in the same language that is set for the operating system of the Business Process Monitor on which they are run. For details on configuring applications in End User Management Administration, see "Business Process Monitor Application Configuration Wizard" in *Using End User Management*.

The Business Transaction page includes the following areas:

- "General Information Area" on page 162
- "Thresholds Area" on page 162
- "Script Area" on page 163

General Information Area

This area enables you to view general information about the transaction.

User interface elements are described below:

| UI Element | Description |
|--------------|--|
| Display name | The name of the transaction as configured in End User Management Administration in HP Business Service Management. |

Thresholds Area

This area enables you to view the thresholds configured for the transaction. For details on configuring transaction thresholds in End User Management Administration, see "Business Transaction Business Process Monitor Configuration Page" in *Using End User Management*.

User interface elements are described below:

| UI Element | Description |
|------------|--|
| OK | The response time threshold below which the transaction's status is OK, as configured in End User Management Administration. |
| Minor | The response time thresholds between which the transaction's status is Minor, as configured in End User Management Administration. |
| Critical | The response time threshold above which the transaction's status is Critical, as configured in End User Management Administration. |

| UI Element | Description |
|---------------------|--|
| Outlier | The response time threshold above which the transaction is considered to be an Outlier, as configured in End User Management Administration. Outliers are transactions whose response time exceeds a defined time range. |
| Availability | The availability threshold configured for the transaction in End User Management Administration in Business Service Management. |

Script Area

This area enables you to view the transaction name used in the script, as well as the scripts in which the transaction is included.

User interface elements are described below:

| UI Element | Description |
|----------------------------|---|
| Name in script | The name of the transaction as used in the script. Note: If you change the name of a Business Transaction CI in End User Management Administration, the transaction name in existing scripts is not changed. Elsewhere, however, (for example, in Service Health, reports, and End User Management Administration) the transaction name is changed and persistent data for the CI is preserved. |
| Included in scripts | The scripts in which the transaction is included, within the same business transaction flow. |

10

Top Bar

This chapter includes:

- Top Bar Overview on page 165
- Tools Menu on page 166
- Help Menu on page 168

Top Bar Overview

The top bar includes drop-down menus with additional options for working with, and getting help in, Business Process Monitor Admin. Click a menu to display the menu options and click an option to select it. The following menus are included in the top bar:




- **Tools.** Includes an option for adding additional agents to the Business Process Monitor tree. For details see, "Tools Menu" on page 166.
- **Help.** Includes help options for Business Process Monitor Admin. For details see, "Help Menu" on page 168.

Tools Menu

The **Tools** menu contains the **Agent Manager** option, which you use to add additional Business Process Monitor agents to the Business Process Monitor tree. Adding additional agents to the tree enables you to view and administer multiple Business Process Monitor agents from the same Business Process Monitor Admin console. When you add a Business Process Monitor host in the Agent Manager, the host is displayed in the Business Process Monitor tree and the configuration is persistent (that is, if you close the browser and then reopen Business Process Monitor Admin, the Business Process Monitor hosts that were added in the Agent Manager are still displayed). When you select the Agent Manager option (**Tools > Agent Manager**), the **Agent Manager** dialog box opens.

Agent Manager Dialog Box

User interface elements are described below:

| UI Element | Description |
|---|---|
| Content Pane | |
|  | <p>Add Agent. Click to open the Add Agent dialog box, where you configure an agent to add to the Business Process Monitor tree. For user interface details, see "Add Agent Dialog Box" on page 167.</p> <p>Note: You should configure hosts using their fully qualified domain name (FQDN) or their IP address. If you add the same host twice, once with the FQDN and once without, these are considered as separate hosts and multiple entries are created in the hierarchical Business Process Monitor tree. The same behavior occurs if you configure the same host twice, once with an IP address and once with FQDN.</p> |
|  | <p>Delete Agent. Click to remove a selected agent from the Business Process Monitor tree.</p> |
|  | <p>Refresh. Click to refresh the list of agents that have been added to the Business Process Monitor tree.</p> |

| UI Element | Description |
|---------------------------------------|---|
| <Agents> | A list of the Business Process Monitor agents that have been added to the Business Process Monitor tree. |
| Agent Details Pane | |
| Protocol | The communications protocol used to communicate with the selected Business Process Monitor agent— http or https . |
| Host | The host name of the selected Business Process Monitor agent. |
| Port | The port number used to communicate with the selected Business Process Monitor agent. |
| Basic authentication user name | The user name for the agent machine's Tomcat basic authentication, if used. |
| Server status | The current connection status of the selected Business Process Monitor agent's host machine. |

Add Agent Dialog Box

User interface elements are described below:

| UI Element | Description |
|------------------|---|
| Protocol | The communications protocol used to communicate with the Business Process Monitor agent you are adding— http or https . Default value: http |
| Host name | The host name of the selected Business Process Monitor agent you are adding. Note: Use a fully qualified domain name (FQDN). |
| Port | The port number used to communicate with the Business Process Monitor agent you are adding. Default value: 2696 |

| UI Element | Description |
|---------------------------------------|---|
| Basic authentication user name | The user name for the agent machine's Tomcat basic authentication, if used. |
| Basic authentication password | The password for the agent machine's Tomcat basic authentication, if used. |

Help Menu

The **Help** menu contains the following options for displaying the Business Process Monitor Admin guide and other useful help information:

- ▶ **Business Process Monitor Administrator's Guide.** Opens the guide in a new browser window.
- ▶ **What's New?** Displays information on what's new for this Business Process Monitor version.
- ▶ **About Business Process Monitor.** Displays information on the Business Process Monitor version.

11

Task Reports

This chapter includes:

- Setting the Log Level on page 169
- Page Component Breakdown Report Overview on page 170
- Page Component Breakdown User Interface on page 171
- Understanding Response Time Breakdown Reports on page 180
- WebTrace Report on page 197

Setting the Log Level

Many scripts (for example, HP LoadRunner scripts and HP Virtual User Generator scripts for Web-based protocols) include runtime settings that determine the extent of the information logged to the output when the script is run. There are three settings for logging: **Disabled**, **Brief**, and **Extended**. By default, Business Process Monitor runs the scripts using the Disabled log level; this means that only minimum information is logged to the MDRV log for each run of the script.

You can change the log level for a specific script run when you invoke a single run of the script in the Application or Business Transaction Flow page. Changing the log level to Brief or Extended introduces extra overhead in the MDRV log files, and may slow down the run of the script (so affecting the measured run times). An Extended log is helpful for debugging a script, but is otherwise not recommended. For details of invoking a single run of a script in the Application page, see "Monitoring Status Area" on page 141. For details of invoking a single run of a script in the Business Transaction Flow page, see "Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area" on page 155.

Page Component Breakdown Report Overview

The Page Component Breakdown (PCBD) report displays a breakdown of transaction response times (in milliseconds), for each component of a Web page. You use the report to analyze network, server, and client health in real time. It helps you identify problematic elements of a Web page (for example, images that download slowly, or broken links) for Web based transactions, and problematic TCP activity (for example, failed connections to the server) for non-Web based (TCP) transactions. The report can also help you identify where along the network problems are occurring (for example, during DNS Resolution, or during Time to First Buffer). Web based transactions comprise Web components and TCP based transactions comprise TCP requests.

For scripts set to collect component breakdown data, Business Process Monitor measures response time for each specific transaction in the script, and collects breakdown data—information about client, network, and server activity during the transaction—for each component of every Web page accessed in Web based transactions, and for each component (request) in non-Web based (TCP) transactions. This information enables you to assess whether transaction response times were affected. For example, in Web based transactions, a page content may affect response times and in non-Web based transactions, request size or the number of requests may affect response times.

For more information on the response time breakdown, see "Understanding Response Time Breakdown Reports" on page 180.

Note:

- ▶ Component breakdown is supported only for certain HP Virtual User Generator protocols. See "Understanding Response Time Breakdown Reports" on page 180.
 - ▶ For non-Web (TCP) based protocols, the page name has no relevance in breakdown reports.
-

You can run a Page Component Breakdown report by:

- ▶ invoking scripts from the **Tasks** area of the **Business Transaction Flow** page. For details, see "Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area" on page 155.
-

Note: When invoking scripts, page component breakdown data is shown only if:

- ▶ in HP Business Service Management End User Management Administration, the transaction monitor for the script was set to perform component breakdown.
 - ▶ the script was recorded using one of the configured protocols.
-

- ▶ performing an on-demand page component breakdown of any Web page using the **Run Page Component Breakdown** action on the **Host** page. For details, see "Run Page Component Breakdown" on page 109.

Page Component Breakdown User Interface

The Page Component Breakdown report is displayed in the Invoke Script dialog box, which is divided into the following two panes:

- ▶ **The Context (left) pane.** Displays the different reports that comprise the Page Component Breakdown report. These include a summary report for the entire script and individual reports for each transaction included in the script.
-

Note: When you run an on-demand page component breakdown for a Web page, a default transaction called **PDBD transaction** is created for the report.

- ▶ **The main (right) pane.** Displays the content for the report selected in the Context pane—the summary, or a specific transaction.

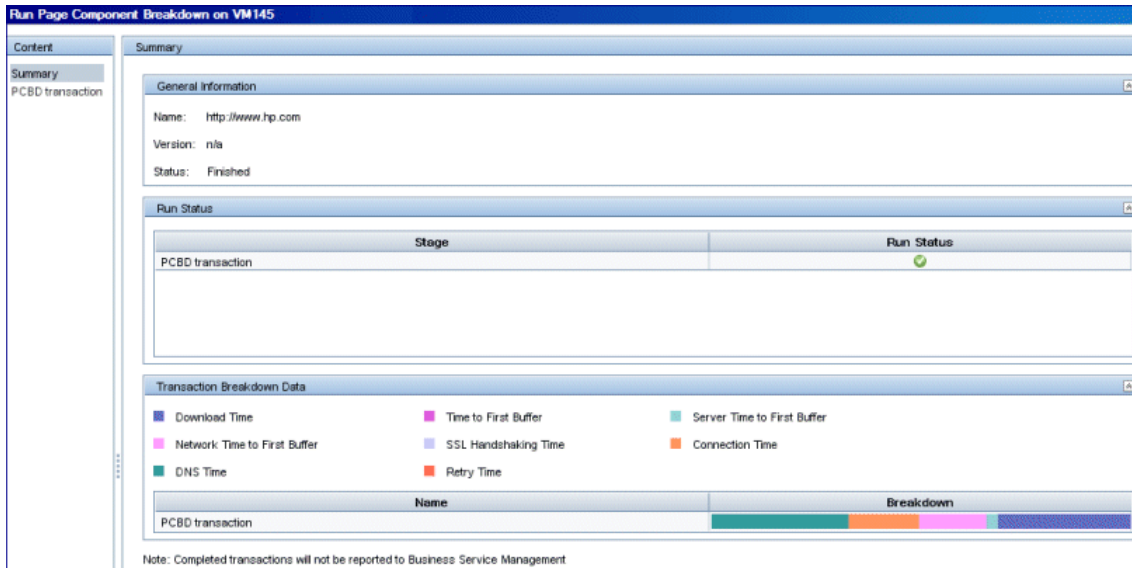
This section includes the following topics:

- ▶ "Summary Report" on page 172
- ▶ "Transaction Report" on page 175

Summary Report

Note: This section is applicable for Web based transactions. For the differences in breakdown reports for non-Web based (TCP) transactions, see "Understanding Breakdown Report Data for Non-Web Based (TCP) Transactions" on page 192.

The summary of the Page Component Breakdown report includes general information about the script run, the run status of the transactions included in the script, and aggregated component data for each of the transactions included in the script.



General Information Area






User interface elements are described below:

| UI Element | Description |
|----------------|--|
| Name | The name of the invoked script, or for on-demand page component breakdown, the name of the accessed Web page. |
| Version | The script version number. Note: This is not relevant for on-demand page component breakdown. |
| Status | The status of the script run. Valid statuses are: <ul style="list-style-type: none">➤ Running➤ Finished |

Run Status Area

This area contains a line for each transaction included in the script, or for on-demand component breakdown, one line for the default transaction.

User interface elements are described below:

| UI Element | Description |
|------------|--|
| Stage | The transaction name. |
| Run Status | <p>The run status of the transaction. Valid options are:</p> <ul style="list-style-type: none"> ▶  Pending. The transaction is waiting to run. ▶  Passed. The transaction ran successfully. ▶  Failed. The transaction did not run successfully. ▶  No data arrived. The transaction ran successfully, but no data was received. ▶  Timeout. Business Process Monitor was unable to retrieve page component data within the configured timeout period. <p>Note: The default timeout is 15 minutes. When you run an on-demand page component breakdown you can configure the timeout value.</p> |

Transaction Breakdown Data Area

This area contains a line for each transaction included in the script, showing aggregated transaction breakdown data for all the components in the transaction.

User interface elements are described below:

| UI Element | Description |
|------------|--|
| <Legend> | A legend describing the color coding used in the report. |

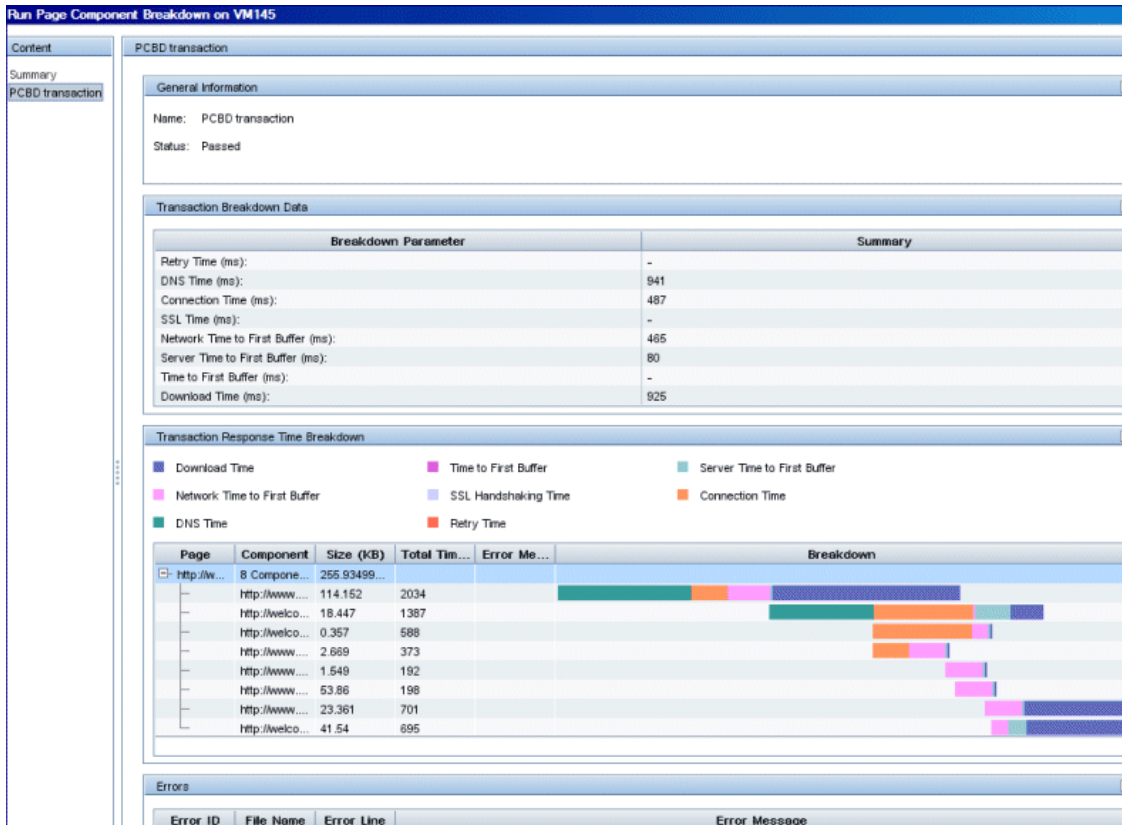
| UI Element | Description |
|------------|---|
| Name | The transaction name. |
| Breakdown | <p>A bar that shows the total transaction time in milliseconds. The color-coded segments enable you to differentiate between the various breakdown categories for the transaction, with each colored segment representing the total time for its corresponding measurement. For example, you can view the overall DNS time for the transaction. (For explanations of the breakdown categories, see "Understanding Transaction Breakdown Categories" on page 181.)</p> <p>Tooltip: Hold the cursor over a colored segment to view the breakdown category name and the total time for that category.</p> <p>Tip: You can correlate the breakdown summary data with transaction response time information to assess whether poor transaction response times are being caused by DNS resolution or connection problems, network latency or server delay, or client delay.</p> |

Transaction Report

Note: This section is applicable for Web based transactions. For the differences in breakdown reports for non-Web based (TCP) transactions, see "Understanding Breakdown Report Data for Non-Web Based (TCP) Transactions" on page 192.

The Transaction reports included in the Page Component Breakdown report enable you to assess whether transaction response times and service availability are being affected by page content. There is a separate report for each transaction included in the script and you display the report for a specific transaction by selecting the transaction in the Context pane.

The report displays general data about the transaction run, summary response time breakdown data for all of the components in the transaction, transaction response time breakdown data for each component in the transaction, and error data. For details of the breakdown categories, see "Understanding Transaction Breakdown Categories" on page 181.



General Information Area

User interface elements are described below:

| UI Element | Description |
|---------------|---|
| Name | The transaction name. Note: For on-demand component breakdown, there is one default transaction called PCBD transaction . |
| Status | The status of the transaction run. Valid statuses are: <ul style="list-style-type: none"> ▶ Pending. The transaction is waiting to run. ▶ Passed. The transaction ran successfully. ▶ Failed. The transaction did not run successfully. ▶ No data arrived. The transaction ran successfully, but no data was received. ▶ Timeout. Business Process Monitor was unable to retrieve page component data within the configured timeout period. |

Transaction Breakdown Data Area

User interface elements are described below:

| UI Element | Description |
|----------------------------|---|
| Breakdown Parameter | The transaction breakdown category name. For details of the breakdown categories, see "Understanding Transaction Breakdown Categories" on page 181. |
| Summary | The weighted time, in milliseconds, of all the components included in the transaction, for the breakdown category. For details on weighting, see "Understanding How HP Business Service Management Breaks Down Transaction Response Times" on page 187. |

Transaction Response Time Breakdown Area

User interface elements are described below:

| UI Element | Description |
|------------------------|--|
| <Legend> | Describes the color coding used in the report. |
| Page | <p>The URLs of the Web pages accessed in the transaction.</p> <p>Tooltip: Hold the cursor over the name of a page to show the full name.</p> <p>Note: Click the plus (+) sign to expand a page and display its components.</p> |
| Component | <p>The URLs of the components included in an accessed Web page.</p> <p>Tooltip: Hold the cursor over the name of a component to show the full name.</p> <p>Note: If the parent Web page is not expanded to display its components, this column displays the total number of components included in the page.</p> |
| Size (KB) | The total size, in kilobytes, of the page or component. |
| Total Time (ms) | The total time of the component, in milliseconds. |

| UI Element | Description |
|----------------------|--|
| Error Message | If applicable, an error message related to the specific component. |
| Breakdown | <p>A bar that shows the total component time in milliseconds. The color-coded segments enable you to differentiate between the various breakdown categories for the component, with each colored segment representing the total time for its corresponding measurement. For example, you can view the overall DNS time for the component. (For explanations of the breakdown categories, see "Understanding Transaction Breakdown Categories" on page 181.)</p> <p>Tooltip:</p> <ul style="list-style-type: none"> ▶ Hold the cursor over a colored segment to view the breakdown category name and the total time for that category. ▶ Hold the cursor over the white space to the left of a component's colored bar to show a tooltip with the offset time for that component. The offset time for a specific component is the time that passes from the start time of the first component on the page until the start time of the specific component. <p>Note: Gaps in time between components (time between one component finishing and the next one starting) represent processing time—client-side delays caused by browser think time, CPU think time, HTML page processing time, time needed to open sockets or threads, and so forth.</p> |

Errors Area

User interface elements are described below:

| UI Element | Description |
|----------------------|--|
| Error ID | The error Id number |
| File Name | The name of the file in which the error occurred. |
| Error Line | The line number in the file on which the error occurred. |
| Error Message | The error message. |

Understanding Response Time Breakdown Reports

There are differences between breakdown categories and response times for Web based transactions and non-Web based transactions.

This section contains:

- "Understanding Web Based Transaction Breakdown Reports" on page 181, describing what each breakdown category is measuring in Web based transactions.
- "Understanding Non-Web Based TCP Transaction Breakdown Reports" on page 186, describing what each breakdown category is measuring in non-Web based (TCP) transactions.
- "Calculating Transaction Breakdown from Component Breakdown" on page 196, describing how component breakdown is used to calculate the transaction breakdown.

Understanding Web Based Transaction Breakdown Reports

The Web based protocols for which Business Process Monitor can perform transaction breakdown are configured in the **BdSupportedProtocols** setting in the **agent1.cfg** file on the Business Process Monitor machine. For details on the agent1.cfg file, see "Parameters in agent1.cfg" on page 228. If a script for which Business Process Monitor is configured to collect transaction breakdown data contains multiple protocols, and one of the protocols is a Web based protocol configured in the **BdSupportedProtocols** configuration setting, Web based breakdown is used.

Note:

- ▶ Transaction breakdown is not supported by Business Process Monitors running scripts recorded in wininet mode in HP Virtual User Generator.
 - ▶ Page component breakdown does not function for streaming objects, such as Java Applets, sounds, and movies. This is because the engine that runs the page component breakdown uses technology that only handles components that can be parsed directly from the HTML code (for example, images).
-

This section includes the following topics:

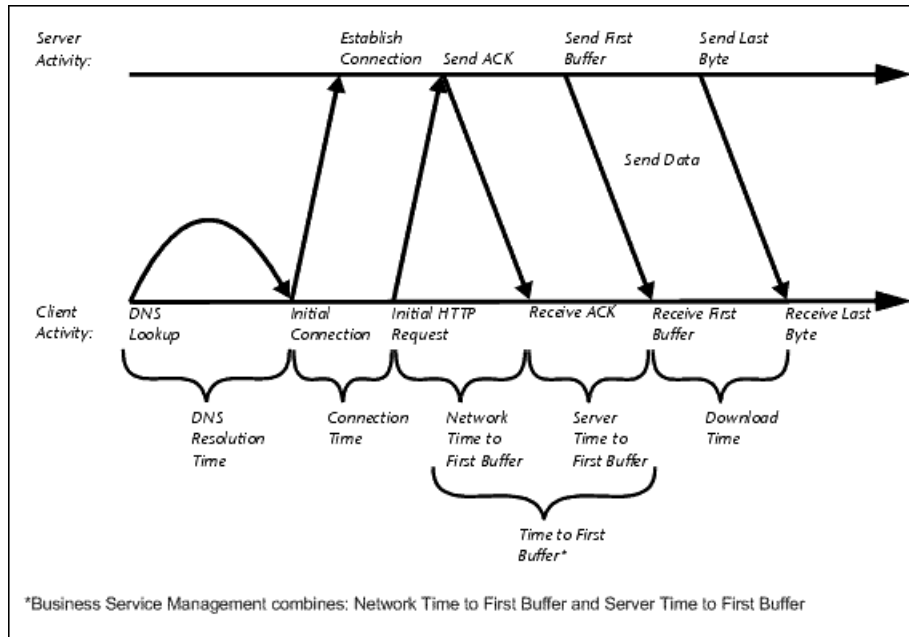
- ▶ "Understanding Transaction Breakdown Categories" on page 181
- ▶ "Understanding Download Time" on page 185

Understanding Transaction Breakdown Categories

The transaction breakdown component in reports displays a breakdown of average transaction response times (in milliseconds) over time, for the selected time frame. Response times are broken down by retry time, DNS resolution time, connection time, network time to first buffer, server time to first buffer, download time, and client time. If your site uses SSL authentication, SSL handshaking time is also displayed.

The diagram below illustrates the relationship between the component's main breakdown categories (shown along the bottom of the diagram) and client/server activity during transaction execution.

Note that retry time, SSL handshaking time, and client time are not shown in this diagram. They are described in the breakdown category table. For details, see "DNS Resolution" on page 183.



The following table describes the component's breakdown categories. Times are calculated by taking the average of all transaction runs within the specified time period.

| Name | Description |
|------------------------------|--|
| Retry Time | Displays the overall amount of time that passes from the moment an http request is started until the moment an http or TCP error message is returned. Retry time only relates to http or TCP errors that execute a retry after the error. |
| DNS Resolution | Displays the average amount of time needed to resolve the DNS name to an IP address, using the closest DNS server. The DNS Lookup measurement is a good indicator of slow DNS resolution or other problems with the DNS server. |
| Connect Time | Displays the average amount of time needed to establish an initial connection with the Web server performing the transaction. The connection measurement is a good indicator of problems along the network or whether the server is responsive to requests. |
| SSL Handshake Time | Displays the average amount of time taken to establish an SSL connection (includes the client hello, server hello, client public key transfer, server certificate transfer, and other—partially optional—stages). After this point, all the communication between the client and server is encrypted. Note: The SSL handshaking measurement is only applicable for https communications. |
| Network Time to First Buffer | Displays the average amount of time that passes from the moment the first http request is sent until receipt of ACK. The network measurement is a good indicator of network quality (look at the time/size ratio to calculate download rate). |

| Name | Description |
|-----------------------------|--|
| Server Time to First Buffer | <p>Displays the average amount of time that passes from the receipt of ACK of the initial http request (usually GET) until the first buffer is successfully received back from the Web server. The server time to first buffer measurement is a good indicator of Web server delay.</p> <p>Note: Because server time to first buffer is being measured from the client, network time may influence this measurement if there is a change in network performance from the time the initial http request is sent until the time the first buffer is sent.</p> |
| Download Time | <p>Displays the time from the receipt of the first buffer until the last byte arrives.</p> <p>Download time is a combination of server and network time, since the server typically sends data over multiple connections, and therefore is usually working while data is being transmitted over the network. For more details, see "Understanding Download Time" on page 185.</p> |
| Client Time | <p>Displays the average amount of time that passes while a request is delayed on the client machine. Client-related delays can include browser think time, CPU think time, HTML page processing time, time needed to open sockets, application delays caused by heavy applets, and so on.</p> <p>Note: Client time is calculated by subtracting all other measured times from the total transaction time.</p> |

Note: In certain circumstances, for example, when the Business Process Monitor is using a proxy server, the transaction breakdown mechanism cannot differentiate between server time to first buffer and network time to first buffer. In these cases, the report displays the time between initial http request and receipt of first buffer as Time to First Buffer.

Understanding Download Time

When a Business Process Monitor running a script communicates with a Web server (specified by the URLs in the script), communication is carried out, by default, over four connections simultaneously.

As the Web page is retrieved, its various components (images, applets, and so on) travel in data packets from server to client across these multiple connections.

As a result, at any point along the time line after the server sends the first buffer until the client receives the last byte for the page, data packets may be traveling over the network through some of the connections while others are being processed by the server through the remaining connections. The download time in the report represents the sum total of the time when network resources and server resources are in use at the same time, between the time the client receives the first buffer and the last byte.

Understanding Non-Web Based TCP Transaction Breakdown Reports

The non-Web based (TCP) protocols for which Business Process Monitor can perform transaction breakdown are configured in the **AdvancedTcpBdSupportedProtocols** setting in the **agent1.cfg** file on the Business Process Monitor machine. For details on the agent1.cfg file, see "Parameters in agent1.cfg" on page 228. If a script for which Business Process Monitor is configured to collect transaction breakdown data contains multiple protocols, and none of the Web protocols are configured in the **BdSupportedProtocols** configuration setting, and at least one of the TCP protocols is defined in the **AdvancedTcpBdSupportedProtocols** configuration setting, TCP breakdown is used.

Note:

- ▶ Non-Web based (TCP) transaction breakdown is supported on Windows only.
- ▶ Supported protocols must be TCP request/response based protocols.
- ▶ Non-Web based (TCP) transaction breakdown cannot be used with VuGen Speed Simulation.

This section includes the following topics:

- ▶ "Understanding How HP Business Service Management Breaks Down Transaction Response Times" on page 187
- ▶ "Understanding Transaction Breakdown Categories for Non-Web Based (TCP) Transactions" on page 187
- ▶ "Understanding Time to First Buffer and Download Time for Non-Web Based (TCP) Transactions" on page 192
- ▶ "Understanding Breakdown Report Data for Non-Web Based (TCP) Transactions" on page 192
- ▶ "Notes and Limitation for Non-Web Based (TCP) Protocols" on page 193

Understanding How HP Business Service Management Breaks Down Transaction Response Times

When HP Business Service Management runs a Business Process Monitor script and measures response time for a specific transaction, HP Business Service Management collects breakdown data—information about TCP activities during the transaction—for each request (component) of the transaction. A TCP request (component) represents a sequence of measurements starting with a DNS resolution, TCP Connect operation, or a Send operation on an open connection and ending with the last Receive operation for the relevant starting operation.

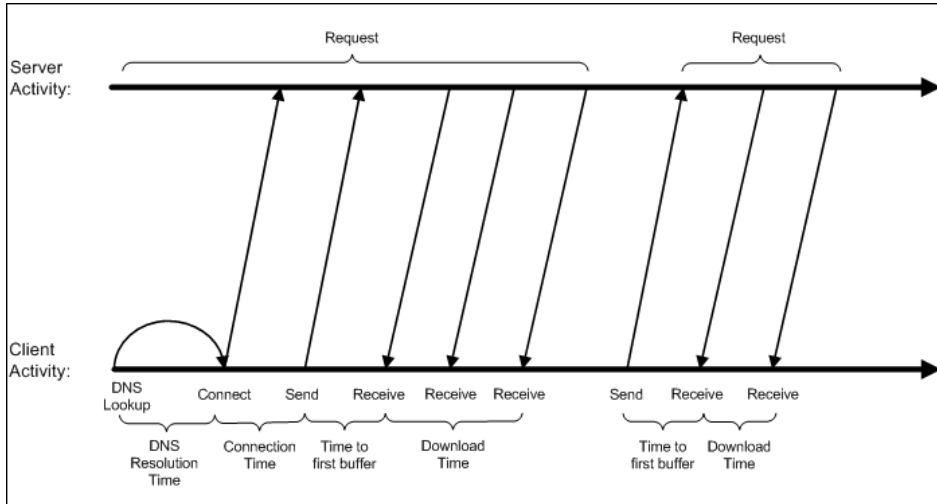
Because some TCP based protocols can use multiple connections, at any given moment in time there can be an overlap in the various breakdown categories.

Understanding Transaction Breakdown Categories for Non-Web Based (TCP) Transactions

The transaction breakdown reports display a breakdown of average transaction response times (in milliseconds) over time, for the selected time frame. Response times are broken down by DNS resolution time, connection time, time to first buffer, download time, and client time.

The diagram below illustrates the relationship between the report's main breakdown categories (shown along the bottom of the diagram) and TCP client/server activity during transaction execution. In the diagram, there are two sequential TCP requests included in the same connection.

Note that client time is not shown in this diagram and is described in the breakdown category table. For details, see "Client Time" on page 191.



The following table describes the report's breakdown categories, which comprise a TCP request. Times are calculated by taking the average of all transaction runs within the specified time period.

| Name | Description |
|-----------------------|--|
| DNS Resolution | <p>Displays the average amount of time needed to resolve the DNS name to an IP address, using the closest DNS server. The DNS Lookup measurement is a good indicator of slow DNS resolution or other problems with the DNS server.</p> <p>Note: If the DNS resolution is adjacent to a Connect for the same IP address, it is considered part of the request (component) and its time is displayed in the breakdown reports. Otherwise, the DNS resolutions of one or more hosts without an adjacent Connect are considered as a separate request (component). In such cases, only the DNS Resolution time is displayed for that request and for all other measurements, a minus sign (-) is displayed.</p> |
| Connect Time | <p>Displays the average amount of time needed to establish an initial connection with the TCP server performing the transaction. The connection measurement is a good indicator of problems along the network or whether the server is responsive to requests.</p> <p>Note: If a connection did not occur within a request's (component's) context, a minus sign (-) is displayed for the connection time in the breakdown reports.</p> |

| Name | Description |
|--|---|
| <p>Time to First Buffer</p> | <p>Displays the average amount of time that passes from the first TCP Send up to and including the first Receive of a component.</p> <p>This measurement includes both network time and server time that are required for handling the first TCP buffer and therefore, it is a good indicator of both network quality and server delay.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ This measurement is only shown if both Sends and Receives are included in the request (component). ▶ If there are no Sends or Receives within a request (component), a minus sign (-) is displayed in the breakdown reports. |
| <p>Network Time to First Buffer</p> | <p>Displays the time from the first Send up to and including the last Send. This measurement is a good indicator of network quality.</p> <p>Note: This measurement is only shown if there are Sends included in the request (component), but no Receives.</p> |
| <p>Server Time to First Buffer</p> | <p>This measurement is only shown if there are Sends included in the request (component), but no Receives. A minus sign (-) is displayed in the breakdown reports.</p> |

| Name | Description |
|----------------------|--|
| Download Time | <p>Displays the time from the receipt of the second TCP buffer up to and including receipt of the last byte.</p> <p>Download time usually only includes network time and is influenced by both network quality and component size.</p> <p>For more details, see "Understanding Time to First Buffer and Download Time for Non-Web Based (TCP) Transactions" on page 192.</p> <p>Note: If a download did not occur within a request's (component's) context, a minus sign (-) is displayed for the download time in the breakdown reports.</p> |
| Client Time | <p>Displays the average amount of time that passes while a request is delayed on the client machine. Client-related delays can include CPU think time, processing time, time needed to open sockets, time between the last Receive of a request and the first Send of the next request in the same connection, and so on.</p> <p>Note: Client time is calculated by subtracting all other measured times from the total transaction time.</p> |

Note: Either Time to First Buffer or Network Time to First Buffer and Server Time to First Buffer are displayed.

Understanding Time to First Buffer and Download Time for Non-Web Based (TCP) Transactions

Time to First Buffer includes both network time (for sending the packet) and server time (for processing the packet), whereas Download time usually includes only network time (for downloading the rest of the reply packets). This means that if both Time to First Buffer and Download times increase, it is a good indicator of network quality problems and if only Time to First Buffer increases, it is usually a good indicator of server delay problems.

Understanding Breakdown Report Data for Non-Web Based (TCP) Transactions

The same breakdown reports are used to display Web based breakdown data and non-Web based (TCP) breakdown data, but the following differences apply when viewing non-Web based (TCP) breakdown data:

- ▶ The **Page** column (which displays page names for Web based transactions) is not applicable for non-Web based transactions and a minus sign (-) is displayed in this column for all non-Web based components.
- ▶ The **Retry Time** and **SSL Handshake Time** columns are not applicable for non-Web based transactions and a minus sign (-) is displayed in these columns for all non-Web based components.
- ▶ In the **Component/Request** column (which displays URLs for Web based breakdown data), the name of the TCP request (component) is displayed. The name can be one of the following:
 - ▶ **TCP_BdwnDns<nnn>**. For DNS only components (for example, a DNS component that does not have an adjacent Connect component correlated to the same IP address). The number in the display is sequentially incremented for each component entry. For such entries, only the DNS Resolution time is displayed and for all other measurements, a minus sign (-) is displayed.
 - ▶ **TCP_BdwnReq<nnn>**. For TCP request components. The number in the display is sequentially incremented for each component entry.
- ▶ For non-Web based (TCP) components, there is no tooltip available for the **Page** column.

- You cannot click a non-Web based (TCP) component to drill down to further information about it.

Notes and Limitation for Non-Web Based (TCP) Protocols

The following table lists the TCP protocols for which breakdown data can be displayed, together with special notes and limitations where applicable:

| Protocol | Notes and Limitations |
|---------------|---|
| SAP GUI | Multi-threaded protocol. |
| SMTP | N/A |
| POP3 | The communication in a POP3 script usually starts with a server's greeting message. Consequently, the first TCP breakdown component (request) in the script is usually reported with valid DNS and Connect times, whereas the Download time is reported as 0 and all other time measurements are not applicable and are shown with a minus (-) sign in the reports. |
| IMAP | The communication in an IMAP script usually starts with a server's greeting message. Consequently, the first TCP breakdown component (request) in the script is usually reported with valid DNS and Connect times, whereas the Download time is reported as 0 and all other measurements are not applicable and are shown with a minus (-) sign in the reports. |
| Oracle 2-Tier | Some of the steps in an Oracle 2-Tier script end with data being sent by the client, without receiving any response. Consequently, there are TCP breakdown components reported with a Network Time to First Buffer value ≥ 0 and with all other measurements not applicable and shown with a minus (-) sign in the reports. |
| ODBC | N/A |
| FTP | Both FTP passive and FTP active modes are supported. |

| Protocol | Notes and Limitations |
|-----------------|--|
| LDAP | The last step in an LDAP script (which terminates the connection to the server) usually ends with data being sent by the client, without receiving any response. Consequently, there is a corresponding TCP breakdown component reported with a Network Time to First Buffer value ≥ 0 and with all other measurements not applicable and shown with a minus (-) sign in the reports. |
| EJB | Multi-threaded protocol. |
| RMI Java | <ul style="list-style-type: none"> ▶ Multi-threaded protocol. ▶ Both RMI over IIOP and RMI over JRMP are supported. ▶ Some Java applications which use the RMI protocol send many ping requests between application-driven RMI calls. Consequently, the TCP breakdown reports many components with a small Time to First Buffer value and with a Download size of approximately 1 byte. ▶ The last step in an RMI script (which terminates the connection to the server) sometimes ends with data being sent by the client, without receiving any response. Consequently, there is a corresponding TCP breakdown component reported with a Network Time to First Buffer value ≥ 0 and with all other measurements not applicable and shown with a minus (-) sign in the reports. |

| Protocol | Notes and Limitations |
|---------------------------|--|
| Java Record/Replay | <ul style="list-style-type: none"> ▶ A protocol which supports and combines the following Java protocols—RMI, CORBA, JMS, JACADA, and Custom Hooks. TCP breakdown is supported only when the script is recorded using RMI protocol calls. If the script includes other protocol calls, TCP breakdown results are not defined. ▶ Multi-threaded protocol. ▶ Both RMI over IIOP and RMI over JRMP are supported. ▶ Some Java applications which use the RMI protocol send many ping requests between application-driven RMI calls. Consequently, the TCP breakdown reports many components with a small Time to First Buffer value and with a Download size of approximately 1 byte. ▶ The last step in a Java Record/Replay script (which terminates the connection to the server) sometimes ends with data being sent by the client, without receiving any response. Consequently, there is a corresponding TCP breakdown component reported with a Network Time to First Buffer value ≥ 0 and with all other measurements not applicable and shown with a minus (-) sign in the reports. |
| Oracle NCA | <p>If the script works over http communications, you can run it using Web breakdown (which is the default).</p> <p>If the protocol is run using TCP socket communications instead of http, Web breakdown is not applicable and you can run it using TCP breakdown instead, providing that:</p> <ul style="list-style-type: none"> ▶ the script is recorded in such a way so that the Active Types with which the script is recorded are Oracle NCA only (that is, the script does not include WEB (http/html)). ▶ you move the Oracle NCA protocol from the BdSupportedProtocols list to the AdvancedTcpBdSupportedProtocols list in the agent1.cfg file on the Business Process Monitor machine. |

Calculating Transaction Breakdown from Component Breakdown

HP Business Service Management uses a weighted algorithm to display the breakdown data that it collects. Every breakdown category for every element of the connection requests is taken into consideration, and weight is given to the element according to its value relative to the other elements in the concurrent time period. For example, the Connect time for each request in the connection is collected, weighted, and then displayed under the Connect time category.

WebTrace Report

WebTrace is a network diagnostics tool that provides traceroute information to a specified destination. WebTrace records the route through the Internet from your host machine to the destination Web server.

The WebTrace report provides information on network performance, which helps you analyze application performance issues. For each destination, the WebTrace report breaks down route time from the host machine to the destination machine.

Run WebTrace

End time: 28/10/2009 17:19:43

Reachable: Yes

Destination name: www.hp.com

Destination IP: 15.217.49.74





Source IP: 16.59.89.29

Round trip time: 218

Retries: 2

Number of hops: 25

| Hop Name | Hop IP | Hop Reachable | Hop Retries | Round Trip Time |
|---------------------------|----------------|---------------|-------------|-----------------|
| - | 192.118.44.74 | Yes | 0 | 0 |
| 212.199.249.77.static.... | 212.199.249.77 | Yes | 0 | 0 |
| core-1.pt-susita-vl22.... | 212.199.26.39 | Yes | 0 | 0 |
| - | - | No | 2 | 0 |
| EDGE.LON-02-RE1-s... | 80.179.165.21 | Yes | 0 | 78 |
| - | 62.189.148.33 | Yes | 0 | 78 |
| ... | ... | ... | ... | ... |

| | |
|-------------------------------------|--|
| <p>To access</p> | <p>Use one of the following:</p> <ul style="list-style-type: none"> ▶ Select Application page > Monitoring Status area. Select a WebTrace and click the Run Task  button. ▶ Select Business Transaction Flow page > Tasks area (or Tasks Included... area). Select a WebTrace and click the Run Task  button. ▶ Select a host in the Business Process Monitor tree, click the Run  button, and then click the Run WebTrace  button. In the Run WebTrace dialog box, enter the destination address, port number, and timeout and then click Run. |
| <p>Important information</p> | <ul style="list-style-type: none"> ▶ Business Process Monitor supports WebTrace over TCP, UDP, and ICMP. By default, it is set to use TCP. For details on changing the protocol, see "Changing the Communication Protocol Used by WebTrace" on page 266. ▶ Business Process Monitor is set to access a maximum of 30 hops when using WebTrace to reach a site. If 30 hops are not enough to reach the site, it is reported as unreachable. For details on changing the maximum number of hops, see "Changing the Maximum Number of Hops for WebTrace" on page 266. |

General WebTrace Information Area

User interface elements are described below:

| UI Element | Description |
|-------------------------|---|
| End time | The time that the WebTrace finished. |
| Reachable | Whether it was possible to reach the destination address. |
| Destination name | The destination Web address. |
| Destination IP | The IP address of the destination machine. |

| UI Element | Description |
|-----------------|--|
| Source IP | The IP address of the Business Process Monitor host machine. |
| Round trip time | The time it takes, in milliseconds, for a packet of data to be sent from the host machine to the destination Web site. |
| Retries | The number of times a data packet tries, but fails, to reach its destination due to timeout, network difficulty, and so forth. |
| Number of hops | The number of intermediate servers the data packet encounters before it reaches its destination. |

Hop Information Table

User interface elements are described below:

| UI Element | Description |
|-----------------|--|
| Hop Name | The name of the intermediate server. |
| Hop IP | The IP address of the intermediate server. |
| Hop Reachable | Whether it was possible to reach the specific hop. |
| Hop Retries | The number of times a data packet tries, but fails, to reach an intermediate server due to timeout, network difficulty, an so forth. |
| Round Trip Time | The time, in milliseconds, from the source to the specific hop and back. |

12

Run Schedules and Orders

This chapter includes:

- ▶ Run Schedules and Orders Overview on page 202
- ▶ Run Units on page 202
- ▶ Schedules on page 204
- ▶ Start Offset on page 206
- ▶ Run Modes on page 209

Run Schedules and Orders Overview

You can configure how often and when a run unit (an application or business transaction flow) is run on a Business Process Monitor instance by setting schedules and start offsets. You can also determine the order in which the tasks (scripts and WebTraces) included in a run unit are run by setting run modes.

Run Units

A run unit is an application, or a business transaction flow with its own schedule, and all the entities contained within it. By default, business transaction flows are included in their parent application's run unit (using the same schedule and run mode), but you can configure different schedules and run modes for individual business transaction flows. If a business transaction flow has its own schedule, it is not included in the application run on the Business Process Monitor instance, but is run as an independent unit.

The following diagram shows the run units for a Business Process Monitor instance that includes two applications. The first application (Application 1) includes one application level WebTrace and three business transaction flows (BTF1, BTF2, BTF3). BTF1 includes one script and one WebTrace, BTF2 includes one script and has its own schedule, and BTF3 contains one script and one WebTrace. Since BTF2 has its own schedule, it is considered as a separate run unit from the application.

The second application (Application 2) includes two business transaction flows (BTF4 and BTF5). BTF4 and BTF5 each include one script, and BTF5 has its own schedule. Since BTF5 has its own schedule, it is considered as a separate run unit from the application.

Since each application is a separate run unit, there are a total of four run units in the Business Process Monitor instance—Application 1, BTF2, BTF5, and Application 2.



Schedules

Each run unit (an application or business transaction flow) running on a Business Process Monitor instance runs according to a schedule defined in End User Management Administration (for details, see *Using End User Management*, part of the HP Business Service Management Documentation Library). Each application or business transaction flow can also have multiple schedules defined for it, as described in "Multiple Schedules" on page 205.

The schedule defines the frequency of iterations of the run unit after its first run. The actual run time of the run unit is determined by the start offset value configured for it, which specifies the delay between the run unit schedule time and the run time, as described in "Start Offset" on page 206.

Note that if a run unit run overruns the scheduled time for the next run iteration, then Business Process Monitor skips the missed iteration and continues with the next scheduled iteration. For example, if an application schedule is set to run every 5 minutes, and the application run actually takes 6 minutes, then Business Process Monitor runs iteration 1, skips iteration 2, and continues with iteration 3 (10 minutes after the first iteration).

Information on skipped runs is logged in the **agent.txt** log for the Business Process Monitor instance.

Multiple Schedules

In End User Management Administration, you can define multiple schedules for an application or business transaction flow running on a specific Business Process Monitor instance. This enables you to have the application or business transaction flow run on Business Process Monitor using different schedules at different times. For example, you can have an application run every 15 minutes during the working week and every hour during weekends.

When a run unit has multiple schedules defined for it, each schedule (and its start offset value) is shown in the **Schedule List** area on the corresponding Application or Business Transaction Flow page.

Note: If the multiple schedules for a run unit overlap, then Business Process Monitor runs the run unit according to both schedules. If a run unit run (initiated according to one of the schedules) overruns the scheduled time of a run iteration according to the second schedule, then Business Process Monitor skips the second iteration, and continues with the next scheduled iteration. Information on skipped runs is logged in the **agent.txt** log for the Business Process Monitor instance.

Start Offset

HP Business Service Management enables you to apply an offset to the start time of each run of a run unit (application or business transaction flow). This enables the optimal distribution of script runs over time, and minimizes the parallel running of many scripts (when there are different Business Process Monitor hosts running the same run unit). Staggering the runs provides a more even distribution of the workload, avoiding overload on the monitored server and excessive bandwidth demand, and enabling better utilization of machine CPU and memory.

Note: It is recommended not to change the default start offset as this may reduce Business Process Monitor performance and adversely affect the optimal distribution of tasks.

The start offset value, displayed in the **Schedule List** area on the Application or Business Transaction Flow page, specifies the delay between the run unit schedule time and the actual run time, for each run of the run unit. The start offset for each application can be calculated automatically by Business Process Monitor, or can be user-defined; you determine the method and value when defining the application or business transaction flow schedule. When the start offset is configured manually, you can avoid the possibility that run units running on more than one Business Process Monitor run at the same time.

After the initial run, Business Process Monitor continues to run the run unit according to the original schedule defined for the application or business transaction flow (in End User Management Administration), and reapplies the start offset for every run of the run unit.

For example, an application has a start offset value of 120 seconds, and a schedule of every 15 minutes, every day from 10:00 to 16:00. Each day, the first run of the application begins after the start offset, at 10:02 AM. The next run is 15 minutes later, at 10:17 AM, and repeats every 15 minutes after that till the end of the day's schedule.

Note:

- ▶ For schedules that run all day, all week, the start offset is applied from 00:00 AM, so that for a schedule of 15 minutes and start offset of 120 seconds, the run unit (application or business transaction flow) runs at 15 minute intervals from 00:02 AM.
 - ▶ If you define multiple schedules to run an application or business transaction flow on a single Business Process Monitor, a different start offset value may be used for each schedule. For more information, see "Multiple Schedules" on page 205.
 - ▶ When you configure offsets for running applications or business transaction flow on Business Process Monitors in different locations, you must take into consideration the time zone setting for each location.
-

There are two methods for staggering the run start time:

- ▶ "User-Defined Start Offset" on page 207
- ▶ "Start Offset Determined by Business Process Monitor" on page 208

User-Defined Start Offset

When defining an application or business transaction flow schedule (in End User Management Administration), you have the option to select **User defined** for the start offset, and enter a start offset value.

The start offset value is saved as part of the application or business transaction flow schedule data, and applied by each Business Process Monitor that handles the run unit. If a Business Process Monitor is restarted, the same offset value is applied again for the run unit.

If you define the start offset value as 0, then no offset is applied for the run unit in Business Process Monitor; the run unit run starts at the time specified in the application or business transaction flow schedule.

Note: It is recommended not to override the default setting in general, and specifically not to set an offset of 0, as this can impact Business Process Monitor performance and adversely affect the distribution of script runs.

Start Offset Determined by Business Process Monitor

Business Process Monitor is able to generate start offset values for run units, so enabling staggered run times for the run units. Start offset values are allocated to all applications and business transaction flows that have **BPM default** defined for their schedule start offset in End User Management Administration.

The start offset is calculated when the run unit is initialized. The calculation takes into account all existing start offset values for the run units on the machine; this includes start offset values that were defined in End User Management Administration, and the start offset values of active applications or business transaction flows. Business Process Monitor analyses where there is the lowest concentration of offsets over the distribution period, and allocates a start offset value in that area. The start offset value is always smaller than the schedule interval defined for the application or business transaction flow.

Business Process Monitor uses an algorithm to calculate the dispersal rate, and to allocate start offset values to the run units in a balanced and semi-random manner. The random factor means that when there are two or more Business Process Monitor instances running the same application or business transaction flow with the same schedule, each instance runs the run unit at a different time. (If there was no random factor, each Business Process Monitor instance would run the run unit at exactly the same time.) The random factor does not change the order that the applications or business transaction flows run, and the interval between each run of the run unit on each Business Process Monitor instance remains constant. For example, on Business Process Monitor A an application may run at 10:05, 10:20, 10:35, and on Business Process Monitor B it may run at 10:10, 10:25, 10:40.

The algorithm calculation includes a distribution period value. This value is set by default to one hour, which is an optimum value if the most common schedule used for your applications or business transaction flows is every 15 minutes (the default schedule option when defining applications or business transaction flows in End User Management Administration), and all schedule intervals are less than an hour.

The default distribution period also functions if you are commonly using other schedule intervals for your applications or business transaction flows; however, if you would like to optimize the dispersion of the start offset values for your application or business transaction flow schedules, or if you experience load problems on the machine, you can change the default distribution value in order gain maximum efficiency. For information on changing the distribution value (OffsetDistPeriodSec), see "Parameters in agent1.cfg" on page 228.

Note that if Business Process Monitor is restarted, it calculates new start offset values for the run units (except for applications or business transaction flows that have user-defined values from their schedule).

Run Modes

The **Monitoring Status** area of the Application or business transaction flow page shows the running dependencies for the scripts and WebTraces in the application or business transaction flow. This identifies the order that Business Process Monitor uses when executing each script and WebTrace in the run unit, during each run on the Business Process Monitor instance.

The order and timing for running the tasks (scripts and WebTraces) within the run unit are determined by the application or business transaction flow run mode. The application or business transaction flow run mode determines how Business Process Monitor runs the tasks in a run unit when it begins an iteration. Some of the run modes run the tasks in a specific order according to predefined criteria; in this case, the scripts run in the order defined in the application or business transaction flow.

Both the run mode and the script order are defined for the application or business transaction flow in End User Management Administration (see *Using End User Management*, part of the HP Business Service Management Documentation Library).

Note: It is recommended only to change the default run modes when specifically needed. Some non default run mode configurations may adversely affect Business Process Monitor performance.

The following run modes are supported and the examples shown are based on the following run unit configuration:

| Application 1 | | | |
|-----------------------------|----------------------------|-------------|-------------|
| Application Level WebTraces | Business Transaction Flows | | |
| WT1 | BTF1 | BTF2 | BTF3 |
| WT2 | WT3 | WT5 | WT6 |
| | WT4 | Script 4 | Script 5 |
| | Script 1 | | Script 6 |
| | Script 2 | | |
| | Script 3 | | |

Classic

All scripts in the run unit run sequentially, according to the order defined in End User Management Administration. All WebTrace schemes in a business transaction flow start running concurrently with the first script of the business transaction flow. Application level WebTraces start running concurrently with the first script of the first business transaction flow.

Run Order Example

Each column (from left to right) represents the next stage in the running order.

| 1 | 2 | 3 | 4 | 5 | 6 |
|---|----------|----------|-------------|-------------|----------|
| BTF1 and Application Level WebTraces | | | BTF2 | BTF3 | |
| Script 1 | Script 2 | Script 3 | Script 4 | Script 5 | Script 6 |
| WT1 | | | WT5 | WT6 | |
| WT2 | | | | | |
| WT3 | | | | | |
| WT4 | | | | | |

The tasks included in a business transaction flow start running, regardless of whether or not previously run WebTraces have finished running. For example, BTF2 (Script 4 and WT5) starts running after Script 3 finishes running, regardless of whether or not the WebTraces (WT1-WT4) have finished running.

Dialup

If a run unit has two or more scripts, the first script begins running when the run unit begins an iteration. When the first script completes its run, all WebTrace schemes and scripts, excluding the first and last scripts, run in Classic mode. When all tasks stop running, the last script runs. If a run unit has fewer than two scripts, it runs in Classic mode.

Note:

- ▶ If the first script in the run unit (the connect script) does not complete its run successfully, the rest of the scripts in the unit will not run.
 - ▶ If the first script completes its run, the last script always runs.
 - ▶ An application running in dialup mode must contain a business transaction flow that includes only a hang up script (that is, it must not include any other scripts or WebTraces). This business transaction flow must be the last one in the application.
-

Run Order Example

Each column (from left to right) represents the next stage in the running order.

| 1 | 2 | 3 | 4 | 5 | 6 |
|--------------------------|----------|----------|----------|----------|-------------------------|
| BTF1 | | | BTF2 | BTF3 | |
| First Application Script | | | | | Last Application Script |
| Script 1 | Script 2 | Script 3 | Script 4 | Script 5 | Script 6 |
| | WT1 | | WT5 | WT6 | |
| | WT2 | | | | |
| | WT3 | | | | |
| | WT4 | | | | |

Sequential

All run unit tasks run sequentially (with only one task running at a time). The script tasks run according to the order defined in End User Management Administration. WebTrace tasks run after the last script is completed, with an undefined (though consistent) order.

Run Order Example

Each column (from left to right) represents the next stage in the running order.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|----------|----------|----------|----------|----------|----------|--|------|------|------|------|------|
| BTF1 | | | BTF2 | BTF3 | | All WebTraces (application and business transaction flow levels) | | | | | |
| Script 1 | Script 2 | Script 3 | Script 4 | Script 5 | Script 6 | WT 1 | WT 2 | WT 3 | WT 4 | WT 5 | WT 6 |

Concurrent

All tasks begin running simultaneously when the run unit begins an iteration. (This is the same as selecting **Stepped** run mode and setting the **Step** value as 0.)

Run Order Example

Each column (from left to right) represents the next stage in the running order.

| |
|--|
| 1 |
| BTF1 BTF2 BTF3 All WebTraces (application and business transaction flows) |
| Script 1 |
| Script 2 |
| Script 3 |
| Script 4 |
| Script 5 |
| Script 6 |
| WT1 |
| WT2 |
| WT3 |
| WT4 |
| WT5 |
| WT6 |

Stepped

Each task begins running after a defined time period (step) has passed from the time the previous task started. In this case, the **Running Dependencies** column in the Business Process Monitor Admin Application or Business Transaction Flow page displays, for example: 5 seconds after the beginning of the following task: X_transaction, meaning that the task runs only after a step of 5 seconds has elapsed since X_transaction task started running. The scripts run according to the order defined in End User Management Administration. All WebTrace tasks (on both application and business transaction flow levels) also run in stepped mode after the last script has started, in an undefined (though consistent) order.

Run Order Example

| |
|----------------------|
| BTF1 |
| BTF2 |
| BTF3 |
| All WebTraces |
| Script 1 |
| [step] Script 2 |
| [step] Script 3 |
| [step] Script 4 |
| [step] Script 5 |
| [step] Script 6 |
| [step] WT1 |
| [step] WT2 |
| [step] WT3 |
| [step] WT4 |
| [step] WT5 |
| [step] WT6 |

13

Business Process Monitor Configuration Files

This chapter includes:

- About Business Process Monitor Configurable Options on page 218
- Parameters in `topaz_agent_ctrl.cfg` on page 220
- Parameters in `agent1.cfg` on page 228
- Parameters in `topaz_data_server.cfg` on page 238
- Parameters in `sconn.cfg` on page 249

About Business Process Monitor Configurable Options

The Business Process Monitor configuration files define default parameter values that are used for Business Process Monitor functioning. Some of these values can be changed within the configuration files, while other parameter values should only be changed using Business Process Monitor Admin, or should not be changed at all. Not all of the parameters automatically appear in the configuration files, but can be added manually if you want to override the default value used by Business Process Monitor.

To change parameter values within a configuration file:

- 1** Stop Business Process Monitor.
- 2** For Windows Vista, Windows 2008, and Windows 7, copy the configuration file to a user temp folder (%temp%).
- 3** Open the configuration file in a text editor.
- 4** Modify the value of the parameter as required.
- 5** Save the file and restart Business Process Monitor.
- 6** For Windows Vista, Windows 2008, and Windows 7, copy the file back to its original location.

Note: When working on a Windows platform in languages other than English, do not edit and save configuration files in Notepad. Saving configuration files in UTF-8 format in Notepad may cause severe functionality problems in Business Process Monitor.

The Business Process Monitor configuration files are located in the <**Business Process Monitor application directory**>**config** directory. The default Business Process Monitor application directory is:

- Windows 2003 and Windows XP
C:\Documents and Settings\All Users\Application Data\HP\BPM
- Windows Vista, Windows 2008, and Windows 7
C:\ProgramData\HP\BPM

Parameters in topaz_agent_ctrl.cfg

The <Business Process Monitor application directory>\config**topaz_agent_ctrl.cfg** file, which controls communication between the Gateway Server and Business Process Monitor, contains the following parameters:

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|----------------|---|----------------|---|
| commcenter | DisableSubLogs | Instructs Business Process Monitor on whether to create the commcenter_Site#.txt logs for the instance. The following two options are available: <ul style="list-style-type: none"> ➤ 0 – the logs are created ➤ 1 – the logs are not created | 0 | The value can be changed in the topaz_agent_ctrl.cfg file. |
| commcenter | LogMaxSize | Determines the maximum <Business Process Monitor Workspace directory>\commcenter\ commcenter.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the topaz_agent_ctrl.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|--------------------|---|---------------|---|
| commcenter | LogLevel | <p>Instructs Business Process Monitor to log only entries of the specified level or higher to the commcenter.txt file. The following levels exist:</p> <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug <p>If this parameter is set to debug, all entries are logged; if the parameter is set to flow, all entries aside from debug are logged; if the parameter is set to warning, both the flow and debug entries are not logged, and so forth.</p> | Flow | The value can be changed in the topaz_agent_ctrl.cfg file. |
| commcenter | LogNumOfBackups | Determines the number of log history files to keep. | 5 | The value can be changed in the topaz_agent_ctrl.cfg file. |
| commcenter | LogBackupOnOpen | Instructs Business Process Monitor to back up the existing commcenter.txt log file when opening a new log file. | True | The value can be changed in the topaz_agent_ctrl.cfg file. |
| commcenter | LogBackupOnMaxSize | Instructs Business Process Monitor to back up the commcenter.txt log file when it reaches its defined maximum size. | True | The value can be changed in the topaz_agent_ctrl.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|--------------------------|---|------------------------------------|---|
| commcenter | LogBackupDuration | Determines the duration (in hours) for which the backups of the commcenter.txt log file are kept. | 168 hours | The value can be changed in the topaz_agent_ctrl.cfg file. |
| HTTPSender | HTTPSenderTimeoutSec | The timeout, in seconds, for http requests to HP Business Service Management. | 600 seconds | Do not change this value. |
| General | HostVersion | The version of Business Process Monitor installed on the machine. | <Business Process Monitor version> | Do not change this value. |
| General | UserDomain | The domain of the user that is to run all the Business Process Monitor processes, if they are to be run by a specific user. | "" | The value can be changed in Business Process Monitor Admin. |
| General | UserPasswd | The encrypted password of the user that is to run all the Business Process Monitor processes, if they are to be run by a specific user. | "" | The value can be changed in Business Process Monitor Admin. |
| General | UserName | The name of the user that is to run all the Business Process Monitor processes, if they are to be run by a specific user. | "" | The value can be changed in Business Process Monitor Admin. |
| General | RegistrationHourInterval | The interval at which Business Process Monitor communicates with HP Business Service Management to re-register itself. | 12 hours | Do not change this value. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|-------------|--|---|---|
| General | Workspace | The directory in which the Business Process Monitor work files are stored. Note that if you change this value, only some of the log files under the Workspace directory are moved to the new path (logs in commcenter and agent1 directories), not all. | For Windows: <Business Process Monitor application directory>\Workspace | If you want to change the location of <i>all</i> logs under the Workspace directory, see "Moving the Workspace Logs" on page 258. |
| Site# | SiteURL | The HP Business Service Management URL. | <HP Business Service Management URL> | The value can be changed in Business Process Monitor Admin. |
| Site# | JobPoll | The interval, in minutes, between requests to HP Business Service Management for job updates. | 2 minutes | The value can be changed in Business Process Monitor Admin. |
| Site# | TimePoll | The interval, in minutes, between requests to the Gateway Server to retrieve Business Service Management's time. | 60 minutes | The value can be changed in Business Process Monitor Admin. |
| Site# | SiteVersion | The HP Business Service Management version. | <HP Business Service Management version> | Do not change this value. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|--------------|---|---|--|
| Site# | UserName | The name of the user that is to run the instance's transactions, if these are to be run by a specific user. | "" | The value can be changed in Business Process Monitor Admin. |
| Site# | UserPasswd | The encrypted password of the user that is to run the instance's transactions, if these are to be run by a specific user. | "" | The value can be changed in Business Process Monitor Admin. |
| Site# | UserDomain | The domain of the user that is to run the instance's transactions, if these are to be run by a specific user. | "" | The value can be changed in Business Process Monitor Admin. |
| Site# | HostLocation | The location defined for the host machine. This is a logical location that is used by Business Process Monitor for registration to HP Business Service Management. The default value is the name of the Business Process Monitor host machine. | <Business Process Monitor machine location> | You can override the location using the Location Manager in Business Service Management. Once overridden, this value is redundant. |
| Site# | DisplayName | The name of the default instance displayed in the Business Process Monitor Admin table and tree. | <display name> | The value can be changed in Business Process Monitor Admin. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|---------------------|--|--|---|
| Site# | HostId | The ID allocated by Business Service Management for this specific Business Process Monitor instance. | <Business Process Monitor machine ID> | Do not change this value. |
| Site# | Pause Communication | Instructs Business Process Monitor to stop communication to HP Business Service Management. When the value of this parameter is 0, communication with HP Business Service Management is enabled; when the value is 1, communication is stopped. | 0 (no pause) | |
| Site# | LocationId | The ID allocation by the Location Manager in Business Service Management for this specific Business Process Monitor instance. | <Business Process Monitor machine location ID> | Do not change this value. |
| Site# | HostName | The name defined for the host machine. This is a logical name that is used by Business Process Monitor for registration to HP Business Service Management. The default value is the actual name of the Business Process Monitor host machine. | <Business Process Monitor machine name> | The value can be changed in Business Process Monitor Admin. |
| Site# | Pause Measurements | Instructs Business Process Monitor to stop running transactions and WebTrace schemes. The following two options are available: <ul style="list-style-type: none"> ➤ 0 – no pause ➤ 1 – pause | 0 (no pause) | Do not change this value. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|------------------------|--|---|---|
| Site# | TimeDelta | The difference, in seconds, between Gateway Server site time and Business Process Monitor time. | <time difference> | Do not change this value. |
| Site# | ForceVersion | Instructs the Business Process Monitor instance to behave as though it is connected to the HP Business Service Management version set in the SiteVersion parameter, and ignore the version returned by HP Business Service Management itself. The following two options are available: <ul style="list-style-type: none"> ▶ 0 – do not force (use version returned by HP Business Service Management) ▶ 1 – force (use the version defined in SiteVersion) Note that ForceLegacy can still be set, as it only affects communication, and not the rest of the behavior. | 0 (do not force) | Consult HP Software Support if you want to change this value. |
| Site# | HostIPFor Registration | Sets a specific IP address to be used when the Business Process Monitor instance is registered to HP Business Service Management. For example, if the Business Process Monitor machine has more than one network card, you can specify which card to use when registering the Business Process Monitor instance. | <Business Process Monitor machine default IP address> | The value can be changed in the topaz_agent_ctrl.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|-------------|---|---|---------------------------|
| Agent1 | DisplayName | The name of the Business Process Monitor machine. | <Business Process Monitor machine name> | Do not change this value. |
| Agents | Agent1 | The list of Business Process Monitor instances. | <site1, site2,...> | Do not change this value. |

Parameters in agent1.cfg

The <Business Process Monitor application directory>\config\agent1.cfg file, which controls Business Process Monitor behavior, contains the following parameters:

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|---------------------|--|--|---|
| general | TaskTimeout Minutes | Determines the amount of time after which Business Process Monitor times out all scripts and WebTrace schemes that are still running. | 15 minutes | The value can be changed in the agent1.cfg file. |
| general | Concurrent Profiles | Determines the number of profiles that can be run concurrently. The following options are available: <ul style="list-style-type: none"> ➤ 0 – An unlimited number of profiles can run concurrently. ➤ A value other than 0 – The number specified is the maximum number of profiles that can run concurrently. | 0 (an unlimited number of profiles can run concurrently.) | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|---|---|---------------|---|
| general | GlobalRun Handler | <p>The run mode Business Process Monitor allocates when the run mode is not previously defined for the profile. The run mode determines how Business Process Monitor runs the tasks in a profile when the profile begins an iteration.</p> <p>For an explanation of the run modes, see "Run Modes".</p> <p>The following options are available:</p> <ul style="list-style-type: none"> ▶ Classic ▶ Dialup ▶ Sequential ▶ Concurrent | Classic | The value can be changed in the agent1.cfg file. |
| general | Webreplay Concurrent Connection Backward Compatible | <p>Determines the WebReplay behavior for the VuGen scripts. The following options are available:</p> <ul style="list-style-type: none"> ▶ Auto – Scripts created in VuGen 7.5 and below use old WebReplay behavior and scripts created in VuGen 7.6 and higher use new WebReplay behavior. ▶ Always – scripts always use old WebReplay behavior. ▶ Never – scripts always use new WebReplay behavior. | Auto | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|----------------------|---|---------------|---|
| general | AdjustScheduleToDST | <p>Determines whether time settings in Business Process Monitor are adjusted for Daylight Savings Time (DST). The following options are available:</p> <ul style="list-style-type: none"> ▶ 1 or true – times are adjusted for DST. ▶ 0 or false – times are not adjusted for DST. | true | The value can be changed in the agent1.cfg file. |
| general | SaveHistoricLRWFiles | <p>If a script is configured to generate a logfilewrite log, this parameter determines whether to save only the current logfilewrite log file for the script, or to save previous logfilewrite log files as well. The following options are available:</p> <ul style="list-style-type: none"> ▶ 1 – historical files are saved. ▶ 0 – historical files are not saved. <p>Historical logfilewrite log files must be deleted manually. To avoid unnecessary use of disk space, delete old files and reset the parameter to 0 when not needed.</p> | 0 | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|---------------|--|---------------|---|
| general | SendSOEToBAC | <p>Determines whether to send Snapshot on Error data to HP Business Service Management, or to store it locally on the Business Process Monitor machine.</p> <p>The following options are available:</p> <ul style="list-style-type: none"> ▶ 1 – never send snapshots to HP Business Service Management. ▶ 2 – always send snapshots to HP Business Service Management. ▶ 3 – use the script configuration to determine whether or not to send snapshots to HP Business Service Management. | 3 | The value can be changed in the agent1.cfg file. |
| general | SendRumBeacon | <p>Adds a special header to network requests created by scripts with protocols from the ColoringSupportedProtocols parameter. The header enables the Real User Monitor probe to distinguish between synthetic user data and real user data.</p> | false | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|--------------------|-------------------------|--|---------------|---|
| Offset Distributer | OffsetDistPeriod Sec | Determines the offset distribution period (in seconds) used by the algorithm that calculates the start offset for the run of each profile. The value can be from 4 to 86400 seconds. For more information, see "Optimizing Run Unit Scheduling" on page 261. | 3600 seconds | The value can be changed in the agent1.cfg file. |
| agent | DisableSubLogs | Instructs Business Process Monitor on whether to create the agent_Site#.txt logs for the instance. The following two options are available: <ul style="list-style-type: none"> ➤ 0 – the logs are created. ➤ 1 – the logs are not created. | 0 | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|--------------------|---|----------------|---|
| agent | LogLevel | <p>Instructs Business Process Monitor to log only entries of the specified level or higher in the <Business Process Monitor application directory>\Workspace\agent1\agent.txt file. The following levels exist:</p> <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug <p>If this parameter is set to debug, all entries are logged; if the parameter is set to flow, all entries aside from debug are logged; if the parameter is set to warning, both the flow and debug entries are not logged, and so forth.</p> | Flow | The value can be changed in the agent1.cfg file. |
| agent | LogBackupOnOpen | Instructs Business Process Monitor to back up the existing agent.txt log file when opening a new log file. | True | The value can be changed in the agent1.cfg file. |
| agent | LogBackupOnMaxSize | Instructs Business Process Monitor to back up the agent.txt log file when it reaches its defined maximum size. | True | The value can be changed in the agent1.cfg file. |
| agent | LogMaxSize | Determines the maximum agent.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|--|-------------------|--|---------------|---|
| agent | LogBackupDuration | Determines the duration (in hours) for which the backups of the agent.txt log file are kept. | 168 hours | The value can be changed in the agent1.cfg file. |
| agent | LogNumOfBackups | Determines the number of log history files to keep. | 5 | The value can be changed in the agent1.cfg file. |
| Agent_Site# (This section can be manually added to set the log parameters for each instance.) | LogLevel | Instructs Business Process Monitor to log only entries of the specified level or higher in the <Business Process Monitor application directory>\Workspace\agent1\agent_Site#.txt file. The following levels exist: <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug If this parameter is set to debug , all entries are logged; if the parameter is set to flow , all entries aside from debug are logged; if the parameter is set to warning , both the flow and debug entries are not logged, and so forth. | Flow | The value can be changed in the agent1.cfg file. |
| Agent_Site# | LogBackupOnOpen | Instructs Business Process Monitor to back up the existing agent_Site#.txt log file when opening a new log file. | True | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|-----------------|-----------------------|--|---------------------------|---|
| Agent_Site# | LogBackupOnMaxSize | Instructs Business Process Monitor to back up the agent_Site#.txt log file when it reaches its defined maximum size. | True | The value can be changed in the agent1.cfg file. |
| Agent_Site# | LogMaxSize | Determines the maximum agent_Site#.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the agent1.cfg file. |
| Agent_Site# | LogBackupDuration | Determines the duration (in hours) for which the backups of the agent_Site#.txt log file are kept. | 168 hours | The value can be changed in the agent1.cfg file. |
| Script Launcher | ScriptLauncherUseTCP | Determines the protocol through which Business Process Monitor communicates with the scripts. The following options are available: <ul style="list-style-type: none"> ➤ 1 – TCP protocol ➤ 0 – shared memory | 0 (shared memory) | Do not change this value. |
| Script Launcher | ScriptLauncherSyncEnd | Determines whether the end of a script run is synchronized with the end of a Business Process Monitor process. The following options are available: <ul style="list-style-type: none"> ➤ 1 – there is synchronization. ➤ 0 – there is no synchronization. | 0 (no synchronization) | Do not change this value. |

| Section | Parameter | Description | Default Value | Changing the Value |
|-----------|------------------------------|--|---|---|
| Protocols | BdSupported Protocols | <p>List of Web based protocols that Business Process Monitor can run with the breakdown option.</p> <p>Business Process Monitor runs a script with the breakdown option provided the script type is included in this setting.</p> <p>If a script contains multiple protocols, it runs with the breakdown option provided that one of the protocols is included in this setting.</p> | A list of applicable protocols | Do not change this value |
| Protocols | Snapshot Supported Protocols | <p>Determines for which protocols HP Business Service Management supports Snapshot on Error.</p> | A list of the applicable VuGen protocols | Do not change this value |
| Protocols | Coloring Supported Protocols | <p>Determines for which protocols Business Process Monitor transactions are colored for requests sent to an application monitored by HP Diagnostics or TransactionVision.</p> <p>If the protocol replay run by the Business Process Monitor is changed, and contains an http-based protocol that is not included in this parameter, the protocol can be added to the list, separated by a comma.</p> <p>There should be no reason to remove protocols from the list.</p> | A list of all the Web-based Vugen protocols (that is, those using http) | The value can be changed in the agent1.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|-----------|---------------------------------|--|--------------------------------|--------------------------|
| Protocols | AdvancedTcpBdSupportedProtocols | <p>List of non-Web based protocols that Business Process Monitor can run with the TCP advanced breakdown option.</p> <p>Business Process Monitor runs a script with the TCP advanced breakdown option provided the script type is included in this setting.</p> <p>If a script contains multiple protocols, it runs with the TCP advanced breakdown option provided that one of the protocols is included in this setting and none of the protocols is included in the BdSupportedProtocols setting (in which case, the regular breakdown option is used).</p> <p>Note: For notes and limitations about the non-Web based protocols, see "Notes and Limitation for Non-Web Based (TCP) Protocols" on page 193.</p> | A list of applicable protocols | Do not change this value |

Parameters in topaz_data_server.cfg

The <Business Process Monitor application directory>\config\topaz_data_server.cfg file, which controls the transmission of data from Business Process Monitor to the Gateway Server, contains the following parameters:

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|----------------|---|---------------|--|
| data_depot | DisableSubLogs | <p>Instructs Business Process Monitor on whether to create the data_depot_Site#.txt logs for the instance.</p> <p>The following two options are available:</p> <ul style="list-style-type: none"> ➤ 0 – the logs are created ➤ 1 – the logs are not created | 0 | The value can be changed in the topaz_data_server.cfg file. |
| data_depot | LogLevel | <p>Instructs Business Process Monitor to log only entries of the specified level or higher in the <Business Process Monitor application directory>\Workspace\agent1\data\data_depot.txt file. The following levels exist:</p> <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug <p>If this parameter is set to debug, all entries are logged; if the parameter is set to flow, all entries aside from debug are logged; if the parameter is set to warning, both the flow and debug entries are not logged, and so forth.</p> | Flow | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|------------------------|--|----------------|--|
| data_depot | LogBackupOn Open | Instructs Business Process Monitor to back up the existing data_depot.txt log file when opening a new log file. | True | The value can be changed in the topaz_data_server.cfg file. |
| data_depot | LogBackupOn MaxSize | Instructs Business Process Monitor to back up the data_depot.txt log file when it reaches its defined maximum size. | True | The value can be changed in the topaz_data_server.cfg file. |
| data_depot | LogMaxSize | Determines the maximum data_depot.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the topaz_data_server.cfg file. |
| data_depot | LogBackup Duration | Determines the duration (in hours) for which the backups of the data_depot.txt log file are kept. | 168 hours | The value can be changed in the topaz_data_server.cfg file. |
| data_depot | LogNumOf Backups | Determines the number of log history files to keep. | 5 | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|-----------------|--|---------------|--|
| data_depot | ReportAndForget | <p>Determines whether failed reports are resent to HP Business Service Management. The following two options are available:</p> <ul style="list-style-type: none"> ➤ True – Failed reports are ignored and not resent to HP Business Service Management. ➤ False – Business Process Monitor tries to resend failed reports to HP Business Service Management. | False | Do not change this value. |
| soadata | LogLevel | <p>Instructs Business Process Monitor to log only entries of the specified level or higher in the <Business Process Monitor application directory>\Workspace\agent1\data\clients\soadata.txt file. The following levels exist:</p> <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug <p>If this parameter is set to debug, all entries are logged; if the parameter is set to flow, all entries aside from debug are logged; if the parameter is set to warning, both the flow and debug entries are not logged, and so forth.</p> | Flow | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|------------------------|---|----------------|--|
| soadata | LogBackupOn Open | Instructs Business Process Monitor to back up the existing soadata.txt log file when opening a new log file. | True | The value can be changed in the topaz_data_server.cfg file. |
| soadata | LogBackupOn MaxSize | Instructs Business Process Monitor to back up the soadata.txt log file when it reaches its defined maximum size. | True | The value can be changed in the topaz_data_server.cfg file. |
| soadata | LogMaxSize | Determines the maximum soadata.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the topaz_data_server.cfg file. |
| soadata | LogBackup Duration | Determines the duration (in hours) for which the backups of the soadata.txt log file are kept. | 168 hours | The value can be changed in the topaz_data_server.cfg file. |
| soadata | LogNumOf Backups | Determines the number of log history files to keep. | 5 | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|-----------|--------------------|--|----------------|--|
| transdata | LogLevel | <p>Instructs Business Process Monitor to log only entries of the specified level or higher in the <Business Process Monitor Workspace directory>\agent1\data\clients\transdata.txt file. The following levels exist:</p> <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug <p>If this parameter is set to debug, all entries are logged; if the parameter is set to flow, all entries aside from debug are logged; if the parameter is set to warning, both the flow and debug entries are not logged, and so forth.</p> | Flow | The value can be changed in the topaz_data_server.cfg file. |
| transdata | LogBackupOnOpen | Instructs Business Process Monitor to back up the existing transdata.txt log file when opening a new log file. | True | The value can be changed in the topaz_data_server.cfg file. |
| transdata | LogBackupOnMaxSize | Instructs Business Process Monitor to back up the transdata.txt log file when it reaches its defined maximum size. | True | The value can be changed in the topaz_data_server.cfg file. |
| transdata | LogMaxSize | Determines the maximum transdata.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|-----------|----------------------------|---|---------------|--|
| transdata | LogBackup Duration | Determines the duration (in hours) for which the backups of the transdata.txt log file are kept. | 168 hours | The value can be changed in the topaz_data_server.cfg file. |
| transdata | LogNumOf Backups | Determines the number of log history files to keep. | 5 | The value can be changed in the topaz_data_server.cfg file. |
| transdata | MaxSnapshot Size | Determines the maximum size of the snapshot HTML file reported to Business Availability Center 4.5.2 and earlier. | 60 kilobytes | Do not change this value. |
| transdata | NumberOfSaved SnapshotDays | Determines the number of days to keep old snapshot data that is stored locally on the Business Process Monitor machine. | 5 | The value can be changed in the topaz_data_server.cfg file. |
| transdata | MaxSnapshot SizeAM5 | Determines the maximum size of the snapshot HTML file reported to Business Availability Center 5.0 and later. | 256 kilobytes | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|---------------------|--|----------------|--|
| wtdata | LogLevel | <p>Instructs Business Process Monitor to log only entries of the specified level or higher in the <Business Process Monitor Workspace directory>\ agent1\data\ clients\wtdata.txt file.</p> <p>The following levels exist:</p> <ul style="list-style-type: none"> ➤ fatal ➤ error ➤ warning ➤ flow ➤ debug <p>If this parameter is set to debug, all entries are logged; if the parameter is set to flow, all entries aside from debug are logged; if the parameter is set to warning, both the flow and debug entries are not logged, and so forth.</p> | Flow | The value can be changed in the topaz_data_server.cfg file. |
| wtdata | LogBackupOn Open | Instructs Business Process Monitor to back up the existing wtdata.txt log file when opening a new log file. | True | The value can be changed in the topaz_data_server.cfg file. |
| wtdata | LogBackupOn MaxSize | Instructs Business Process Monitor to back up the wtdata.txt log file when it reaches its defined maximum size. | True | The value can be changed in the topaz_data_server.cfg file. |
| wtdata | LogMaxSize | Determines the maximum wtdata.txt log file size (in kilobytes). | 5120 kilobytes | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|--------------------|--|--|--|
| wtdata | LogBackup Duration | Determines the duration (in hours) for which the backups of the wtdata.txt log file are kept. | 168 hours | The value can be changed in the topaz_data_server.cfg file. |
| wtdata | LogNumOf Backups | Determines the number of log history files to keep. | 5 | The value can be changed in the topaz_data_server.cfg file. |
| PCBD | Policy | <p>Determines the page component breakdown reporting policy. The following two options are available:</p> <ul style="list-style-type: none"> ▶ Runnum – Data is automatically reported after the specified number of runs. ▶ Threshold – Data is only reported if during the transaction run, the threshold status changes to the Poor (red) status (because the previous run was less than the higher threshold, and the current run is over that threshold) and not when it changes <i>from</i> red status. <p>The transaction thresholds are defined as part of the business process profile properties within End User Management Administration.</p> | <p>Runnum</p> <p>Note: The default policy value for HP Software-as-a-Service is Threshold.</p> | The value can be changed in the topaz_data_server.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|--------------------|---|---------------|--|
| PCBD | Runnum | Determines the number of runs after which Business Process Monitor reports page component breakdown data (applicable when the value of the Policy parameter is Runnum). | 4 runs | The value can be changed in the topaz_data_server.cfg file. |
| soahttp | WakeupMinutes Time | Determines the amount of time, in minutes, after which all the SOA transaction samples in the queue are reported. After this amount of time has elapsed, the SOA transaction samples in the queue are reported, regardless of the number of samples in queue. | 1 minute | Do not change this value without consulting HP Software Support. |
| soahttp | WakeupCount | Determines the number of SOA transaction samples that must be collected before all the SOA transaction samples in the queue are reported. After this number of SOA transaction samples are collected, all the SOA transaction samples in the queue are reported, regardless of the amount of time that has elapsed since the last report. | 40 samples | Do not change this value without consulting HP Software Support. |
| soahttp | MaxChunk | Determines the maximum number of SOA transaction samples that can be sent in one http request. | 100 samples | Do not change this value without consulting HP Software Support. |
| soahttp | Priority | This parameter is not currently implemented. | | |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|-----------------------|---|---------------|--|
| txhttp | WakeupMinutes Time | Determines the amount of time, in minutes, after which all the transaction samples in the queue are reported. After this amount of time has elapsed, the transaction samples in the queue are reported, regardless of the number of samples in queue. | 1 minute | Do not change this value without consulting HP Software Support. |
| txhttp | WakeupCount | Determines the number of transaction samples that must be collected before all the transaction samples in the queue are reported. After this number of transaction samples are collected, all the transaction samples in the queue are reported, regardless of the amount of time that has elapsed since the last report. | 40 samples | Do not change this value without consulting HP Software Support. |
| txhttp | MaxChunk | Determines the maximum number of transaction samples that can be sent in one http request. | 100 samples | Do not change this value without consulting HP Software Support. |
| txhttp | Priority | This parameter is not currently implemented. | | |
| wthttp | WakeupMinutes Time | Determines the amount of time, in minutes, after which all the WebTrace samples in the queue are reported. After this amount of time has elapsed, the WebTrace samples in the queue are reported, regardless of the number of samples in queue. | 1 minute | Do not change this value without consulting HP Software Support. |

| Section | Parameter | Description | Default Value | Changing the Value |
|------------|-----------------------|--|---------------|--|
| wthttp | WakeupCount | Determines the number of WebTrace samples that must be collected before all the WebTrace samples in the queue are reported. After this number of WebTrace samples are collected, all the transaction samples in the queue are reported, regardless of the amount of time that has elapsed since the last report. | 1 sample | Do not change this value without consulting HP Software Support. |
| wthttp | MaxChunk | Determines the maximum number of WebTrace samples that can be sent in one http request. | 1sample | Do not change this value without consulting HP Software Support. |
| wthttp | Priority | This parameter is not currently implemented. | | |
| HTTPSender | HTTPSender TimeoutSec | The timeout, in seconds, for sending Business Process Monitor samples to HP Business Service Management. | 300 seconds | Do not change this value without consulting HP Software Support. |

Parameters in sconn.cfg

The <Business Process Monitor application directory>\config\sconn.cfg file, which controls the configuration options pertaining to the communication between Business Process Monitor and the Gateway Server, contains the following parameters:

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|------------|--|------------------|--|
| Site# | AuthUser | Determines the user name to be used for basic authentication, if required by HP Business Service Management. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | AuthDelay | <p>If you defined authentication parameters for Business Process Monitor, this parameter determines whether authentication is set only after http code 401 is returned, or from the first request to the Web server.</p> <p>The following options are available:</p> <ul style="list-style-type: none"> ➤ 0 (default behavior) – Set authentication parameters from the first request. ➤ 1 – Set authentication parameters only after http code 401 is returned. | 0 | Do not change this value without consulting HP Software Support. |
| Site# | AuthDomain | Determines the domain name to be used for basic authentication, if required by HP Business Service Management. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|-------------------------|---|-------------------|--|
| Site# | AuthPasswd | Determines the encrypted password to be used for basic authentication, if required by HP Business Service Management. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | HandleBinaryContentType | Determines whether to change the content type in the http header of requests sent by the Business Process Monitor, when the post buffer is binary. The content type in such a case is application/octet-stream (and not application/x-www-form-urlencoded). The following two options are available: <ul style="list-style-type: none"> ▶ 0 – do not change content type ▶ 1 – change content type | 0 (do not change) | Do not change this value without consulting HP Software Support. |
| Site# | HeaderName | Determines the name of the header which should be added or changed, in order to add or override headers to the http request sent by Business Process Monitor to HP Business Service Management. For more information, see "Adding or Overriding HTTP Request Headers" on page 255. If this parameter is empty (or does not exist), it is ignored and no addition or change is made to the header. | "" (not defined) | The value can be added/ changed in the sconn.cfg file. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|-------------|---|------------------|--|
| Site# | HeaderValue | Determines the value of the header (as defined by parameter HeaderName , above) which should be added or changed. | "" (not defined) | The value can be added/changed in the sconn.cfg file. |
| Site# | ProxyName | Determines the user name to be used to connect to the proxy server, if you are connecting to HP Business Service Management using a proxy server. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | ProxyDomain | Determines the domain name to be used to connect to the proxy server, if you are connecting to HP Business Service Management using a proxy server. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | ProxyPasswd | Determines the encrypted user password to be used to connect to the proxy server, if you are connecting to HP Business Service Management using a proxy server. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | ProxyUrl | Determines the proxy server URL to be used if you are connecting to HP Business Service Management using a proxy server. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|--------------------------|--|------------------|---|
| Site# | ResetConnectionOnFailure | <p>Reset the caching data saved for the Business Process Monitor connection to HP Business Service Management in case of a communication failure.</p> <p>Determines whether to re-open a new communication session to HP Business Service Management in case of an http, TCP or SSL connectivity failure. This enables communication caching data (such as SSL or DNS cached data) to be saved.</p> <p>The following options are available:</p> <ul style="list-style-type: none"> ▶ 0 – Do not open a new communication session when there is a connectivity failure. ▶ 1 (default behavior) – Open a new communication session when there is a connectivity failure. ▶ No value – The default option is used and a new communication session is opened when there is a connectivity failure. | 1 | The value can be added/ changed in the sconn.cfg file. |
| Site# | SSLClientCert | Determines the SSL client certificate file to be used if SSL client authentication is required by HP Business Service Management. Note that this file must be in PEM format. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|-------------------|---|------------------|--|
| Site# | SSLServerCert | Determines the SSL authority certificate file to be used if the SSL protocol is required for Business Process Monitor to communicate with HP Business Service Management. Note that this file must be in PEM format. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | SSLPVK | Determines the SSL private key file used as the pair key of the public key in the SSL client certificate file. This file is required if SSL client authentication is required by HP Business Service Management. Note that this file must be in PEM format. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | SSLPVKPasswd | Determines the encrypted SSL private key password to be used if SSL client authentication is required by HP Business Service Management. | "" (not defined) | The value can be changed in Business Process Monitor Admin. |
| Site# | SSLServerValidate | If you defined an SSL authority certificate file, this parameter determines whether to validate the certificate received in the SSL handshake. By default, the certificate is validated. If you do not want the certificate to be validated, set this parameter to 2. | 1 (validate) | Do not change this value without consulting HP Software Support. |

| Section | Parameter | Description | Default Value | Changing the Value |
|---------|----------------------|---|---------------------|--|
| Site# | SSLHostName Validate | This parameter determines how the host name in the server certificate is validated. The following options are available: <ul style="list-style-type: none"> ▶ 1 – Full validation. ▶ 2 – Validates the existence of the host name only. ▶ 3 – Skips host name validation. | 1 (full validation) | Do not change this value without consulting HP Software Support. |
| Site# | UseNTLMAuth | Determines whether to use NTLM authentication when communicating with HP Business Service Management. If authentication parameters are defined and this parameter is set to 1 , NTLM authentication is used. If this parameter is missing, or set to any value other than 1, basic authentication is used. | 0 | The value can be added/changed in the sconn.cfg file. |
| Site# | UseNTLMProxy Auth | Determines whether to use NTLM authentication when communicating with proxy. If authentication parameters are defined for proxy and this parameter is set to 1, NTLM authentication is used. If this parameter is missing, or set to any value other than 1, basic authentication is used. | 0 | The value can be added/changed in the sconn.cfg file. |

Note: To force the Business Process Monitor to use NTLM authentication for communication with HP Business Service Management or via a proxy server, you must make sure that under each **Site#** section (where NTLM authentication is required) one or both of the **UseNTLMAuth** and **UseNTLMProxyAuth** parameters are set to **1**, as required.

Adding or Overriding HTTP Request Headers

To add or override headers to the http request sent by Business Process Monitor to HP Business Service Management, you define the parameters **HeaderName** and **HeaderValue** in the `sconn.cfg` file, as described in the above table.

Note the following guidelines:

- ▶ To add/change more than one header, use **HeaderName2** for the second name, **HeaderName3** for the third, and so forth. Follow the same principle for the **HeaderValue** parameter.
- ▶ The number of header names must match the number of header values. Otherwise all header names and values are ignored.
- ▶ The first header should be configured with the original parameter names (no index). Business Process Monitor only reads additional headers if they are sequentially numbered. For example, if the following information is added to the `sconn.cfg` file, only the first two headers are handled. **HeaderName4** and **HeaderValue4** are ignored:

```
[Site1]
AuthDomain=""
ProxyPasswd=""
ProxyName=""
SSLClientCert=""
SSLHostNameValidate="1"
AuthDelay="0"
ProxyUri=""
SSLServerCert=""
SSLPVK=""
```

```
ProxyDomain=""  
SSLServerValidate="1"  
SSLPVKPasswd=""  
HeaderValue="Mozilla/4.0 (compatible; MSIE 5.5; Windows NT 5.0)"  
HeaderName="User-Agent"  
HeaderName2="Content-Type"  
HeaderValue2="application/x-www-form-urlencoded;charset=UTF-8"  
HeaderName4="Content-length"  
HeaderValue4="100"
```


14

Advanced Configuration Options

This chapter includes:

- ▶ Moving the Workspace Logs on page 258
- ▶ Changing the Default Port on page 259
- ▶ Optimizing Run Unit Scheduling on page 261
- ▶ Viewing the Catalina DOS Window on page 262
- ▶ Enabling User Authentication on page 263
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- ▶ Changing the Maximum Number of Hops for WebTrace on page 266
- ▶ Changing the Communication Protocol Used by WebTrace on page 266
- ▶ Disabling the Close Application Mechanism on page 267
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- ▶ Adjusting Business Process Monitor Time to Daylight Savings Time on page 271
- ▶ Registering a Specific IP Address for a Business Process Monitor Host Machine on page 273
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Moving the Workspace Logs

If required, you can change the path for the Workspace directory in the `topaz_agent_ctrl.cfg` file, to store the log files in a new location. However, this only moves some of the log files under the Workspace directory (logs in `commcenter` and `agent1` directories), not all.

If you want to change the location of *all* logs under the Workspace directory, use the following procedure. All file paths are under the **<Business Process Monitor root directory>**. Edit all files in a text editor.

To move all Workspace logs:

- 1** Stop Business Process Monitor.
- 2** In the `..\<Business Process Monitor application directory>\config\topaz_agent_ctrl.cfg` file, change the path for the **Workspace** parameter to the required path.
- 3** In the `..\<Business Process Monitor root directory>\ServletContainer\conf\agentview.props` file, change the path for the **mdrvfile** parameter to the new Workspace path.
- 4** In the `..\<Business Process Monitor root directory>\launch_service\dat\nanny\topaz_agent_ctrl.nanny` file, find the section that relates to your platform, and within the section change the path after **-out** to the new Workspace path.
- 5** In the `..\<Business Process Monitor root directory>\launch_service\dat\nanny\webtrace.nanny` file, find the section that relates to your platform, and within the section change the path after **-out** to the new Workspace path.
- 6** In the `..\<Business Process Monitor root directory>\launch_service\dat\nanny.ini` file, change the path for the **log_output_dir** parameter to the new Workspace path.
- 7** In the `..\<Business Process Monitor root directory>\servletcontainer\bin\catalina.bat` file, search for **-Dbpm.workspace**, and change the path for the parameter to the new Workspace path.
- 8** Restart Business Process Monitor.

Changing the Default Port

By default, Business Process Monitor Admin uses port 2696 on the host machine. If required, you can change the port. Use the new port value in the URL when accessing Business Process Monitor Admin from a browser window.

To change the default port:

- 1** Stop Business Process Monitor and make sure that all processes are stopped.
- 2** Open **<Business Process Monitor root directory>\ServletContainer\conf\server.xml** in a text editor.
- 3** Look for the XML element **Connector** with an attribute scheme set to **http** or **https**. Change the attribute port to the required port value, and save the file.
- 4** (For Windows platforms only) Select **Start > Programs > HP Business Process Monitor**, then right-click the **Business Process Monitor Admin** link. Select **Properties** from the displayed menu to open the Business Process Monitor Admin Properties dialog box.
- 5** If the Business Process Monitor Admin Properties dialog box contains a **Web Document** tab, open the tab and change the port in the **URL** box to the new port value, then click **Apply**. Skip to step 13 on page 260.

If the Business Process Monitor Admin Properties dialog box does not contain a Web Document tab, continue with the next step.
- 6** Open the **General** tab and find the **Location** field. Open a Windows Explorer window and browse to the path that appears in the **Location** field (for example, **C:\Documents and Settings\All Users\Start Menu\Programs\HP Business Process Monitor**).
- 7** Delete the **Business Process Monitor Admin** shortcut from the folder.
- 8** Select **File > New > Shortcut**. The first page of the Create Shortcut Wizard is displayed.

- 9 In the **Type the location of the item** box, enter the Business Process Monitor Admin URL using the new port number: `http://localhost:<new port value>/`

Click **Next**.

- 10 In the **Type a name for this shortcut** box, enter **Business Process Monitor Admin**.

Click **Finish**.

- 11 Check that a new Internet shortcut has been created in the folder.
- 12 Select **Start > Programs > HP Business Process Monitor**, right-click the **Business Process Monitor Admin** link, and select **Properties**. In the displayed Business Process Monitor Admin Properties dialog box, access the **Web Document** tab and check that the new port value is now displayed in the **URL** box.
- 13 Restart Business Process Monitor.

Optimizing Run Unit Scheduling

Business Process Monitor uses an algorithm to calculate the start offset for Business Process Monitor run unit (applications or business transaction flows overriding the parent schedule) scheduling, as described in "Start Offset" on page 206. The distribution period for the algorithm is defined by the parameter **OffsetDistPeriodSec** in the `<Business Process Monitor application directory>\config\agent1.cfg` file. The default value for this parameter is one hour (3600 seconds), which is an optimum value when the majority of your run unit schedules use the default schedule option of every 15 minutes, or a multiple of 15, for example, 30 minutes or 7.5 minutes.

If you are commonly using other schedule intervals for your run units (meaning that the majority of your run unit schedule intervals are not multiples of 15 minutes), you can change the default distribution period to fine tune the offset balancing, enabling unit runs to be more evenly dispersed. The value you use for **OffsetDistPeriodSec** is calculated using the formula **common_unit_interval * (2^x)**, where the common unit interval represents the schedule interval most commonly used for your run units (or, if there is no predominant schedule interval, the highest schedule interval).

For example, if the majority of your run units are set to run every 20 minutes (schedule interval 20), then the parameter **OffsetDistPeriodSec** should be set to one of the following:

$$20 * 2^0 = 20 \text{ minutes} = 1200 \text{ seconds}$$

$$20 * 2^1 = 40 \text{ minutes} = 2400 \text{ seconds}$$

$$20 * 2^2 = 80 \text{ minutes} = 4800 \text{ seconds}$$

and so forth.

It is recommended that the distribution period value be equal or greater to the highest schedule interval used in your run units. For example, if the majority of your run units have a schedule interval of 20 minutes, but one has a schedule of 45 minutes, then you could set the distribution period to 80 minutes. The minimum value for the period is 4 seconds, the maximum is 24 hours.

If you need assistance in determining the distribution period value that gives you maximum efficiency, contact HP Software Support.

Note: If you do not configure the distribution period to fit the schedule intervals used in your run units, Business Process Monitor uses the default value to schedule start offset values for the run units. In most cases, this value is adequate; however, there may be cases where the scheduling process is not optimum (run units do not run with equal distribution in the period).

Viewing the Catalina DOS Window

By default, the Catalina DOS window is hidden when running Business Process Monitor. You can use the following procedure to keep it visible.

To view the Catalina DOS window:

- 1** Open the <Business Process Monitor root directory>\launch_service\dat\nanny\catalina.nanny file in a text editor.
- 2** Change the line:
show_window= 0
to
show_window=1
- 3** Save the file.
- 4** Restart Business Process Monitor.

Enabling User Authentication

The following procedure enables you to define the Web users permitted to access the Business Process Monitor Admin tool using basic authentication.

Note: If you configure basic authentication for the Business Process Monitor Admin console, you are unable to use the following utilities in the End User Management application in Business Service Management:

- ▶ BPM Page Component Breakdown on Demand
 - ▶ BPM WebTrace on Demand
 - ▶ BPM Transaction Invocation
-

To define users for basic authentication:

- 1** Stop Business Process Monitor and make sure that all processes are stopped.
- 2** Open the `<Business Process Monitor root directory>\ServletContainer\conf\web.xml` in a text editor.
- 3** Uncomment the section called **Security Constraint and Login Configuration** and save the file.
- 4** Open the `<Business Process Monitor root directory>\ServletContainer\conf\tomcat-users.xml` in a text editor and add the list of allowed users for Business Process Monitor. All users must be assigned `roles="bpm_admin"`.

For example, the line:

```
<user username="user1" password="abc" roles="bpm_admin" />
```

adds a user called "user1" with a password of "abc" to the users who are allowed to access Business Process Monitor Admin.

- 5** Save the file.
- 6** Restart Business Process Monitor.

Running Tomcat as a Specific User

Business Process Monitor Admin uses Tomcat (Catalina) as its Web server. In general Tomcat is not considered a secure Web server. To improve security, it is recommended not to run Tomcat:

- ▶ as a system user
- ▶ on a Windows platform, as a user with administrator permissions

By default, Tomcat runs under the same user to which Business Process Monitor is configured—the system user (default setting).

To configure Tomcat to run as a specific user, follow the instructions in the appropriate section:

Configuring Tomcat to Run as a Specific User on a Windows Platform

On a Windows platform, you can configure Tomcat to run as a specific user using one of the methods described:

- ▶ Run the Business Process Monitor service as a specific user (currently, Tomcat and the Business Process Monitor processes run under the same Business Process Monitor Service). This solution is not recommended, unless specifically advised by HP Software Support.

You configure the Business Process Monitor service as a specific user from the **Log On** tab in the HP Business Process Monitor Properties dialog box (**Control Panel > Administrative Tools > Services**, then right-click **Business Process Monitor** and select **Properties**).

This solution is suitable only for running all instances under the same user and is not suitable for any configuration that includes a WebTrace.

Note: Starting Business Process Monitor from the Start menu recreates the Business Process Monitor Service as a system user. As such, after configuring the service to run as a specific user using the method described above, make sure to start the service itself—do not use the Start menu. (To start the service, select **Start > Settings > Control Panel > Administrative Tools > Services**, and then select **Start** from the **HP Business Process Monitor** right-click menu.)

- Configure the user to run Tomcat alone. This involves disabling nanny monitoring of Tomcat and then running Tomcat from a command line.

Note: Tomcat will not be monitored by Business Process Monitor **nanny** so it will shut down each time the user logs off.

To configure the user to run Tomcat alone:

- 1** Stop Business Process Monitor.
- 2** Open the file <**Business Process Monitor root directory**>\launch_service\dat\nanny\catalina.nanny in a text editor.
- 3** Change enable="1" to enable="0".
- 4** Save the file and restart Business Process Monitor.
- 5** In a Command Prompt window, move to <**Business Process Monitor root directory**>\ServletContainer\bin and execute catalina run.

Changing the Maximum Number of Hops for WebTrace

Business Process Monitor is set to access a maximum of 30 hops when using WebTrace to reach a site. If 30 hops are not enough to reach the site, it is reported as unreachable.

If required, you can increase or decrease the maximum number of hops by editing the default value in the **webtrace.ini** file.

To modify the maximum number of hops value:

- 1** On the Business Process Monitor machine, open the <**Business Process Monitor root directory**>\dat\webtrace.ini file in a text editor.

Note: For Windows Vista, Windows 2008, and Windows 7, you must copy the file to the user temp directory (%temp%), edit it there, and then copy it back to the original directory.

- 2** Look for:

```
[Request]
DefaultMaxTTL=30
```

- 3** Change the value for **DefaultMaxTTL** to the required number of hops.
- 4** Save your changes.
- 5** Restart Business Process Monitor for the change to take effect.

Changing the Communication Protocol Used by WebTrace

By default, Business Process Monitor is set to use TCP when running WebTrace. If required, you can change the default communication protocol by editing the default value in the **webtrace.ini** file.

To modify the default communication protocol value:

- 1** On the Business Process Monitor machine, open the <**Business Process Monitor root directory**>\dat\webtrace.ini file in a text editor.

Note: For Windows Vista, Windows 2008, and Windows 7, you must copy the file to the user temp directory (%temp%), edit it there, and then copy it back to the original directory.

2 Look for:

[Request]

DefaultProtocol=<current protocol setting>

3 Change the value for **DefaultProtocol** to the required protocol.

4 Save your changes.

5 Restart Business Process Monitor for the change to take effect.

Disabling the Close Application Mechanism

The mechanism to automatically close the application being tested when running QuickTest Professional scripts (described in "QuickTest Professional Scripts" on page 82) is enabled by default for scripts run on Business Process Monitor.

If required, you can disable the mechanism for a specific script.

To disable the mechanism:

1 Browse to the <QuickTest Professional>\Tests**<script name>** folder and open the **default.cfg** file in a text editor.

2 In the **General** section, add the following:

```
DisableEndProcessesOnFail=1
```

Note: To re-enable the mechanism, delete the statement.

- 3 Save the file. The mechanism no longer closes an application being tested if the QuickTest Professional script fails before it runs the last step (which closes the application).

Configuring Snapshot on Error

When recording scripts with HP Virtual User Generator or QuickTest Professional (QTP), you can enable the Snapshot on Error option.

For details on enabling Snapshot on Error in HP Virtual User Generator, see the HP HP Virtual User Generator documentation. For details on enabling Snapshot on Error in QuickTest Professional see the *HP QuickTest Professional User Guide*.

Once enabled, during a script run HP Business Service Management saves a snapshot of a page as it appears when an error occurs during the script run. The snapshots can be viewed in the Error Summary Report and in the Triage Raw Data report. For details, see *Using End User Management*.

The list of HP Virtual User Generator protocols for which HP Business Service Management supports Snapshot on Error is configured in the **SnapshotSupportedProtocols** parameter in the **agent1.cfg** file. For details, see "Parameters in agent1.cfg" on page 228.

Note: When HP Business Service Management records a snapshot for scripts recorded using one of the Web protocols, it saves only HTML code. Resources such as images and JavaScript are not saved. Thus, errors that occur due to missing resources may be difficult to trace later on from the snapshot, especially in cases where the missing resource problem has been fixed. For example, if an image resource is missing during a script run, causing an error to be recorded, but the missing image problem is later fixed, the image is present when you open the snapshot of the page.

For details on how snapshots are stored, see "Storing Snapshots" on page 269.

Storing Snapshots

You can configure Business Process Monitor to send snapshots to HP Business Service Management or to store them locally on the Business Process Monitor machine, and you can also configure how long to keep the locally saved snapshots.

Snapshots that are stored locally on the Business Process Monitor machine are stored under the **<Business Process Monitor workspace directory>\agent1\data\clients\saved_snapshots** directory. A subdirectory is created for each day on which snapshots are taken, in the format of day_month (for example, for snapshots taken on April 20 a subdirectory called **20_4** is created). A further subdirectory is created for each snapshot in the format of run unit name_transaction name_hour.minute. For example, for a snapshot generated at **11:25 PM** in transaction **trans1** in run unit **unit1**, the subdirectory **unit1_trans1_23.25** is created. The actual snapshot is stored in the directory as a zip file called **snapshot.zip**. For the example above, the full pathname and file is:

```
<Business Process Monitor workspace directory>\agent1\data\clients\
saved_snapshots\20_4\unit1_trans1_23.25\snapshot.zip
```

Note: If more than one snapshot file is generated for the same transaction in the same run unit within a single minute, the additional snapshot files are sequentially numbered in the format of snapshot.number.zip – for example, **snapshot.2.zip**.

To configure where snapshots are stored:

- 1 Edit the **SendSOEToBAC** parameter in the **[general]** section of the **<Business Process Monitor application directory>\config\agent1.cfg** file. The possible values for the parameter are:
 - **1**=Never send Snapshot on Error data to HP Business Service Management.
 - **2**=Always send Snapshot on Error data to HP Business Service Management.

- ▶ **3**=Use the script configuration to determine where to send Snapshot on Error data (see point 2 on page 270 below). This is the default option that is used if the **SendSOEToBAC** parameter has not been set.
- 2** If the Business Process Monitor has been configured to use the script configuration to determine where to send Snapshot on Error data (that is, the **SendSOEToBAC** parameter has a value of **3**), then once a script has been saved, edit the **SendSnapshotDataToBAC** parameter in the **[WEB]** section of the **default.cfg** file of the script. The possible values for the parameter are:
 - ▶ **0**=Do not send Snapshot on Error data to HP Business Service Management (that is, store it locally on the Business Process Monitor machine).
 - ▶ **1**=Send Snapshot on Error data to HP Business Service Management.

To configure how long to keep locally stored snapshots:

Edit the **NumberOfSavedSnapshotDays** parameter in the **[transdata]** section of the **<Business Process Monitor application directory>\config\topaz_data_server.cfg** file and enter the number of required days to keep old snapshot data. The default setting is 5.

Since snapshot data may not be generated every day, the setting in this parameter actually refers to the number of old snapshot directories to keep (that is, the subdirectories whose name comprises the day and month they were created).

Adjusting Business Process Monitor Time to Daylight Savings Time

You can configure Business Process Monitor to take into account Daylight Savings Time (DST) in its own time zone. When so configured, Business Process Monitor uses DST when calculating the start and stop times for applications and business transaction flows that are configured with GMT offset schedules.

To configure Business Process Monitor to take DST into account:

Edit the **AdjustScheduleToDST** parameter in the **[general]** section of the **<Business Process Monitor application directory>\config\agent1.cfg** file. The possible values for the parameter are:

- **1. True** - take DST into account.
- **0. False** - do not take DST into account.

The following table shows the various options for an application with an offset from GMT of +2 hours, with a running time of 08:00 - 16:00, and running on a Business Process Monitor with a time zone offset from GMT of -2 hours:

| DST in Effect in the Business Process Monitor's Time Zone | AdjustScheduleToDST Flag Setting | Business Process Monitor Bias From Application | Start Time of Run |
|---|----------------------------------|---|---|
| No | 1 | 4 hours | 04:00 Business Process Monitor local time |
| Yes | 1 | The Business Process Monitor bias is 4 hours, but since DST is in effect it is one hour ahead, so the real bias is 3 hours (4-1). | 05:00 Business Process Monitor local time |

| DST in Effect in the Business Process Monitor's Time Zone | AdjustScheduleToDST Flag Setting | Business Process Monitor Bias From Application | Start Time of Run |
|---|----------------------------------|--|---|
| No | 0 | 4 hours | 04:00 Business Process Monitor local time |
| Yes | 0 | The Business Process Monitor bias is 4 hours and although the Business Process Monitor time zone is in daylight savings time, since the AdjustScheduleToDST flag is set to 0 , DST is ignored and the bias stays at 4 hours. | 04:00 Business Process Monitor local time |

Note: The **AdjustScheduleToDST** configuration is only relevant for applications and business transaction flows which are schedule to run according to offset from GMT. If the scheduling is done according to Business Process Monitor local time, the Business Process Monitor starts running the application or business transaction flow at the hour configured in the schedule, regardless of DST or GMT bias.

Registering a Specific IP Address for a Business Process Monitor Host Machine

Business Service Management communicates with Business Process Monitor according to the IP address of the Business Process Monitor host machine that is registered in Business Service Management. If you have multiple network cards on your Business Process Monitor host machine, you may want to specify a specific one to be used by Business Service Management when communicating with Business Process Monitor.

To register a specific IP address for a Business Process Monitor host machine:

- 1** Edit the <Business Process Monitor application directory>\config\topaz_agent_ctrl.cfg file on the Business Process Monitor host machine.
- 2** Locate the relevant **SiteX** section in the file (you can search for it using the SiteURL key).
- 3** In the located SiteX section, add a new key called **HostIPForRegistration** with the IP address you want to use. For example:

```
HostIPForRegistration="16.16.16.16"
```
- 4** Save the file.
- 5** Restart Business Process Monitor.

Communication Using SSL

You can configure Business Process Monitor to support https communication with the Gateway Server over the SSL channel and can also configure SSL support for Business Process Monitor Admin. For details on configuring https communication with the Gateway Server, see the *HP Business Service Management Hardening Guide* PDF.

Configuring SSL Support for Business Process Monitor Admin

When you connect to Business Process Monitor Admin from a remote machine using a browser, information is sent using http. This means that the data that you configure in Business Process Monitor Admin, including passwords (for example, when adding/configuring a Business Process Monitor instance), is sent "as is", in plain text. The passwords are encrypted only after arriving at the Business Process Monitor Admin machine.

If you want this data to be sent encrypted, it is possible to configure Business Process Monitor Admin to work with SSL. This enables all communication between the remote browser and Business Process Monitor Admin to be encrypted. The following procedure describes how to set Business Process Monitor Admin to run using SSL configuration.

To configure Business Process Monitor Admin to run using SSL:

- 1 Stop the Business Process Monitor and make sure that all processes are stopped.
- 2 Open the `<Business Process Monitor root directory>\ServletContainer\conf\server.xml` file in a text editor.
- 3 Locate the XML Connector element that is not commented out and comment it out. For example, change:

```
<Connector port="2696" maxHttpHeaderSize="8192" maxThreads="150"
minSpareThreads="25" maxSpareThreads="75" enableLookups="false"
redirectPort="8443" acceptCount="100" connectionTimeout="20000"
disableUploadTimeout="true" />
```

to:

```
<!-- <Connector port="2696" maxHttpHeaderSize="8192" maxThreads="150"
minSpareThreads="25" maxSpareThreads="75" enableLookups="false"
redirectPort="8443" acceptCount="100" connectionTimeout="20000"
disableUploadTimeout="true" /> -->
```

- 4 Locate the XML Connector element with an attribute scheme set to **https** and uncomment it. For example, change:

```
<!--<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"
maxThreads="150" scheme="https" secure="true"
clientAuth="false" sslProtocol="TLS"
ciphers="DHE-RSA-AES256-SHA,DHE-DSS-AES256-
SHA, AES256-SHA, DHE-RSA-AES128-SHA, DHE-DSS-AES128-SHA,
AES128-SHA, EDH-RSA-DES-CBC3-SHA, EDH-DSS-DES-CBC3-SHA,
DES-CBC3-SHA, DES-CBC3-MD5, RC4-SHA, RC4-MD5, RC2-CBC-MD5,
RC4-MD5"/>-->
```

to:

```
<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"
maxThreads="150" scheme="https" secure="true"
clientAuth="false" sslProtocol="TLS"
ciphers="DHE-RSA-AES256-SHA,DHE-DSS-AES256-
SHA, AES256-SHA, DHE-RSA-AES128-SHA, DHE-DSS-AES128-SHA,
AES128-SHA, EDH-RSA-DES-CBC3-SHA, EDH-DSS-DES-CBC3-SHA,
DES-CBC3-SHA, DES-CBC3-MD5, RC4-SHA, RC4-MD5, RC2-CBC-MD5,
RC4-MD5"/>
```

- 5 Save the **<Business Process Monitor root directory>\ServletContainer\conf\server.xml** file.

- 6 Create a keystore certificate by running the following command:

```
<Business Process Monitor root directory>\JRE\bin\keytool -genkey -alias
tomcat -keyalg RSA
```

- 7 When prompted for the keystore password, enter **changeit** (all lower case). To choose a different password, see the Tomcat documentation (<http://jakarta.apache.org/tomcat/tomcat-4.0-doc/ssl-howto.html>).

- 8** Enter general information about the certificate when prompted for this information.
- 9** When prompted for the key password for the certificate, use the same password you used previously for the keystore.

- 10** Execute the following command:

```
keytool -list
```

and enter the password: changeit

The following is an example of the message that appears after when the command is completed:

```
Keystore type: jks
```

```
Keystore provider: SUN
```

```
Your keystore contains 1 entry
```

```
tomcat, 27.11.2009, keyEntry,
```

```
Certificate fingerprint (MD5):
```

```
1C:6E:99:0C:69:B4:B0:F5:92:62:9B:55:87:B1:F8:14
```

- 11** On Windows platforms, the **.keystore** file is created in the current user's home directory by default. To enable the Tomcat Web server to use the **.keystore** file, move the **.keystore** file from the current user's home directory to any required location and update the Connector section that you uncommented in step 4 with the new location.

For example, if the required location is C:\temp, add keystoreFile="C:\temp\.keystore" to the Connector section:

```
<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"
    maxThreads="150" scheme="https" secure="true"
    clientAuth="false" sslProtocol="TLS" keystoreFile=
"C:\temp\.keystore"
    ciphers="DHE-RSA-AES256-SHA,DHE-DSS-
AES256-SHA, AES256-SHA, DHE-RSA-AES128-SHA, DHE-DSS-
AES128-SHA, AES128-SHA, EDH-RSA-DES-CBC3-SHA, EDH-DSS-
DES-CBC3-SHA, DES-CBC3-SHA, DES-CBC3-MD5, RC4-SHA, RC4-
MD5, RC2-CBC-MD5, RC4-MD5"/>
```

12 If you are working on a Windows platform:

- a** Select **Start > Programs > HP Business Process Monitor**, then right-click the **Business Process Monitor Admin** link. Select **Properties** from the displayed menu to open the Business Process Monitor Admin Properties dialog box. In the **General** tab, note the path specified in the **Location** field.
- b** In a new window:
 - Browse to the folder path noted in the previous step.
 - Delete the **Business Process Monitor Admin** shortcut.
 - Right-click the content area to open a menu and select **New > Shortcut**. The Create Shortcut dialog window opens.
 - In **Type the location of the item:** box, enter **https://localhost:8443/**.
 - In **Type a name for this shortcut:** box, enter **Business Process Monitor Admin**.
 - Click **Finish**. The Create Shortcut dialog window closes and the new shortcut to Business Process Monitor Admin is listed in the directory.
- c** Start Business Process Monitor.
- d** Access the Business Process Monitor Admin console using the new shortcut you created.

Troubleshooting

If it is still impossible to access the Business Process Monitor Admin console via SSL, check the latest **catalina.<current date>.log** file located in:

- ▶ **Windows 2003 and Windows XP**—C:\Documents and Settings\All Users\Application Data\HP\BPM\Tomcat\logs
- ▶ **Windows Vista, Windows 2008, and Windows 7**—C:\ProgramData\HP\BPM\Tomcat\logs

Locate the following string (the directory in the string changes according to the relevant operating system) and copy the **.keystore** file to the directory included in the string:

SEVERE: Error initializing endpoint java.io.FileNotFoundException:
C:\Windows\System32\config\systemprofile\.keystore (The system cannot find
the file specified).

15

Workspace Directory and Log Files

This chapter includes:

- About Business Process Monitor Logs on page 280
- Log Archives on page 281
- Log Entry Format on page 281
- Workspace Directory Architecture on page 282
- Agent1 Directory on page 284
- Data Directory on page 285
- Site1 Directory on page 286

About Business Process Monitor Logs

The Business Process Monitor processes can be divided into three main categories:

- ▶ Controller
- ▶ Agent
- ▶ Data server

Each category has one or more log files, all stored under the Workspace directory. There are different types of log files:

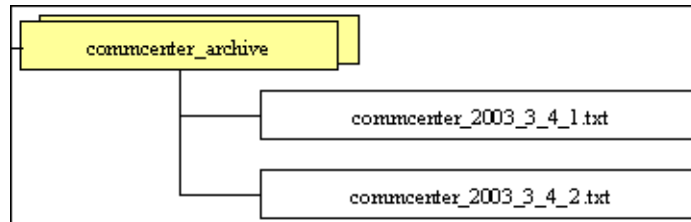
- ▶ logs that record flow and logics information for events.
- ▶ logs that contain resource-related issues, such as memory, communication, threads, and so forth (MDRV logs). These logs only report errors, so an entry indicates a problem in the process.

Each log file has a default memory limit of 5 MB. A new log file is started automatically for a log when the log file reaches its memory limit, or when Business Process Monitor is stopped and restarted.

Note that the default values for each log can be edited in the Business Process Monitor configuration files. For more information, see Chapter 13, "Business Process Monitor Configuration Files."

Log Archives

Most logs have a corresponding archive. Each archive holds the most recent files for the relevant log (prior to the currently active log file), up to a default maximum of five log files. When a new log file is started, the previous log file is added to the archive and, if the archive already contains the maximum number of files, the oldest file is dropped. The following example shows the archive file structure for the **commcenter_archive** directory, containing two older files for the **commcenter.txt** log.



Log Entry Format

The following are examples of log entries:

01/12/2003 20:57:04 FLOW task 'war_http' (id=52) of application 'AA_Sanity' (id=27) is running

26/11/2003 16:08:03 ERROR AgentCtrl: "send configuration" could not be passed to the agent: Failed to post a message to agent 'Agent1' (error -1).

Each line starts with the date and time, then the level of the message. Business Process Monitor uses the following log levels for events:

- Fatal
- Error
- Warning
- Flow
- Debug

By default, Business Process Monitor is set to log only entries of level Flow and higher (meaning that Debug events are not included). You can change the default setting (to show a different level and higher) in the Business Process Monitor configuration files, as described in "Parameters in `topaz_agent_ctrl.cfg`" on page 220.

As one Business Process Monitor can serve more than one Business Process Monitor instance, some of the messages targeted to a general log (for example, `agent.txt`) are also duplicated to the log for a specific instance (for example, `agent_Site#.txt`). The instance logs for a component are located in the same directory as the component general log (the source log). In the general/source log, each duplicated message ends with `[owner: 'Site#']`. For example:

```
02/12/2003 06:14:01 FLOW  running task 'testik' (id=56) of application
'bpm_Sanity' (id=57) with timeout of 900 seconds [owner: 'Site3']
```

Workspace Directory Architecture

The Workspace directory contains the following logs and files for Business Process Monitor:

- ▶ **agent1**. The directory for all the logs and files relevant for the agent category. For details, see Agent1 Directory.
- ▶ **bpm_admin_audit.log (and archive)**. The log for each API call performed through Business Process Monitor Admin or the Business Process Monitor SOAP API. This includes tasks such as adding an instance, removing an instance, invoking a task, and so forth.
- ▶ **bpm_admin_out.log (and archive)**. The log of the Catalina output. (This file contains the same information printed to the Catalina DOS window, that is hidden by default. If you prefer to view the output in the window, see "Viewing the Catalina DOS Window" on page 262.)

- ▶ **commcenter.** The directory for controller logs. The directory contains the following files (and corresponding archives):
 - ▶ **commcenter.txt (and archive).** The commcenter (controller) log, logging events such as registration, and job and time poll intervals.
 - ▶ **commcenter_site1.txt (and archive).** The commcenter (controller) log for a specific Business Process Monitor instance. Each instance log contains all the entries in the **commcenter.txt** log that are relevant for the instance.
- ▶ **manager_task_invoker.** The directory for all output files and logs created for a run of a script, when the script run is invoked using the **Invoke Task** option in Business Process Monitor Admin.
- ▶ **mercwebtrace.log (and archive).** A log for the mercwebtrace component used with WebTrace in Business Process Monitor.
- ▶ **nanny.log.** The log of the nanny component (responsible for launching the following processes and making sure they are up: tp_bpm_admin, tp_bpm_ctrl, and mercwebtrace).
- ▶ **supervisor.txt (and archive).** This log contains data regarding the launch/failure of the following processes: tp_bpm_admin, tp_bpm_ctrl, and mercwebtrace.
- ▶ **topaz_agent_ctrl.log (and archive).** The MDRV log for the controller category.
- ▶ **topaz_agent_manager.log (and archive).** The log for the TAM's jmdrv. Logs low-level Business Process Monitor Admin events.
- ▶ **webtrace.** The directory for logs relating to the mercwebtrace component, used to handle WebTrace. The directory contains the following files (with corresponding archives, as required):
 - ▶ **webtrace.txt.** The log of the management level for WebTrace, logging events such as request handling.
 - ▶ **network.txt.** The log of the networking layer in WebTrace.

Agent1 Directory

The agent1 directory contains logs and files that relate to the operation of the agent category.

Note: Site1, Site2, and so forth, are internal names for the Business Process Monitor instances. You can check which internal name is assigned to each instance in the <Business Process Monitor application directory>\config\topaz_agent_ctrl.cfg file.

The agent1 directory contains the following files:

- ▶ **agent_Site1.txt (and archive).** Logs the flow of the agent for a specific Business Process Monitor instance. Each instance log contains all the entries in the **agent.txt** log that are relevant for the instance.
- ▶ **agent.txt (and archive).** Logs the flow of the agent. Logs events such as processing scripts, running run units (applications or business transaction flows that override their parent application's schedule), downloads, processing errors (for all Business Process Monitor instances).
- ▶ **agent_task_invoker.txt (and archive).** Logs information regarding invoked tasks (invoked using the Invoke Now option in Business Process Monitor Admin).
- ▶ **agent1_drvlog.txt (and archive).** The MDRV log for the whole agent category.
- ▶ **agent1_drvlog_launcher.txt (and archive).** A log for internal HP use.
- ▶ **data.** This directory contains all logs and files relevant for the data server. For details, see Data Directory.
- ▶ **downloads.** A temporary directory for downloads of scripts, without connection to the logs.
- ▶ **Site1.** Each "SiteX" directory contains information relating to a specific Business Process Monitor instance. For details, see Site1 Directory.

- ▶ **task_invoker.** This directory contains files regarding the runs of tasks invoked using the Invoke Now option in Business Process Monitor Admin.
- ▶ **traceroute.** A directory for traceroute server logs. The directory contains the following file (and corresponding archive):
 - ▶ **tracert_drvlog.txt (and archive).** The MDRV log for the traceroute server component.

Data Directory

The data directory contains the following logs and files relating to the Business Process Monitor data server:

- ▶ **clients.** This directory contains information about the transaction and WebTrace data that is reported to the HP Business Service Management site. The information for each finished transaction/WebTrace appears in the client logs at the moment the data is ready to be sent, while the data depot log records what data is actually sent.

The directory contains the following files (and corresponding archives):

- ▶ **saved_snapshots.** The directory used to store Snapshot on Error data that is not sent to HP Business Service Management. For more information on configuring Snapshot on Error, see "Configuring Snapshot on Error" on page 268.
- ▶ **soadata.txt (and archive).** The log for finished SOA transaction data, including details on the SOA performance and event samples. This log also contains entries for failed SOA calls on which no SOA samples were sent to HP Business Service Management due to missing data.
- ▶ **transdata.txt (and archive).** The log for finished transaction data. This log also contains entries for transactions that were not run due to problematic scripts, but for which special samples were sent to HP Business Service Management.
- ▶ **wtdata.txt (and archive).** The log for finished WebTrace data.

- ▶ **data_depot.txt (and archive).** The log for all information relating to reported data, for all Business Process Monitor instances. For example, this file logs if data reporting was successful or failed, and the number of samples (in a queue) that were included in a report.
- ▶ **data_depot_Site1.txt (and archive).** The log of all information relating to reported data, for a specific Business Process Monitor instance. Each instance log contains all the entries in the **data_depot.txt** log that are relevant for the instance.
- ▶ **datasrv_drvlog.log.** The MDRV log for the whole data server category.
- ▶ **queues.** This directory contains the persistency queues for transaction, SOA transaction, and WebTrace reports that have not yet been sent to the HP Business Service Management site, or that have not yet been acknowledged by HP Business Service Management. (If Business Process Monitor is stopped, the reports are stored in the persistency queues until they can be sent.)
- ▶ **snapshots.** This is a temporary directory holding the snapshots (when the Snapshot on Error option is enabled for a script) that are reported by Business Process Monitor to HP Business Service Management. For more information on configuring Snapshot on Error, see "Configuring Snapshot on Error" on page 268.

Site1 Directory

The Site1 (or Site2, Site3, and so forth) directory contains the following logs and files regarding the specific instance's job (when running a script):

- ▶ **input_job.xml.** This is the last received .xml file, describing the last job with which the instance dealt (the file may contain only the difference between the last job and the previous one).
- ▶ **persistency_job.xml (and archive).** This .xml file stores persistency information for all jobs currently assigned to the instance.

- ▶ **<run_unit_id#>**. This directory contains information concerning the run of an application or business transaction flow (run unit), for a specific run unit that the instance is assigned to run. It contains:
 - ▶ **<script_id#>**. This directory contains files relating to a script in the run unit:
 - ▶ **<script1>**. This directory contains files concerning the run of the script. These files include the script itself, additional files for the script, and the res directory where the output files for the script's run are stored.
 - ▶ **<script>.crc**. The .crc file for the script, containing information needed by Business Process Monitor to run the script, as defined in the database.
 - ▶ **<WebTrace_id#>**. This directory is identified by an ID value between 100–199, and is generally empty.

16

Planning Business Process Monitor Capacity

This chapter includes:

- Script Loads on page 290
- Sizing on page 292
- Business Process Monitor Configuration Tips on page 295

Script Loads

The main factors that influence the load you can assign a Business Process Monitor are:

- ▶ The hardware of the Business Process Monitor machine (in terms of the processor, memory speed, processor L2 cache memory, and so forth).
- ▶ The operating system. Since Business Process Monitor uses services provided by the operating system, differences between operating systems may impact Business Process Monitor performance.
- ▶ The total number of concurrently running scripts on the Business Process Monitor machine.

For details on hardware and operating system requirements, see "System Requirements" on page 22.

Example of a Simple Configuration with No Concurrent Script Runs

An example of a simple configuration where all the scripts included in the configuration run sequentially is a Business Process Monitor running a single application that uses the default application schedule of 15 minutes and that includes 15 scripts that each take one minute to complete. In this configuration there will always be a single script running, but no script will run concurrently with another.

Changes to the configuration or its environment may cause scripts to run concurrently. For example, if a script run time lasts longer than one minute due to slow performance.

Automatic Distribution of Concurrent Script Runs

When a Business Process Monitor has more than one application or business transaction flow configured on it, a special mechanism ensures that the distribution of concurrent running scripts is kept as low as possible.

To allow an even distribution of the Business Process Monitor's use of resources (such as CPU, memory, and network), the Business Process Monitor assigns each application or business transaction flow (that has its own schedule) an offset. By using this offset, Business Process Monitor tries to reduce the number of concurrent script runs by staggering their start time. The offset mechanism is applied whenever a new configuration is assigned to the Business Process Monitor.

Factors Causing Concurrent Script Runs

Some of the main factors that may cause scripts to run concurrently are:

- The work load assigned to the Business Process Monitor. This includes:
 - The number of instances configured for the Business Process Monitor.
 - The number of applications and business transaction flows (run units) per instance.
 - The number of scripts per run unit.
 - The number of transactions per script.
- The scheduled interval configured for run units.
- The average time it takes for a script or run unit to finish a single run.
- The availability and performance of monitored applications. Unavailable or slow applications result in slower script runs.
- The type of the scripts. Some protocols may take a longer time to finish than others (for example, if there is a need to work with FAT client that needs to be initialized).
- The unit run modes (classic, sequential, and so forth). Some modes (such as the stepped mode with a step value of zero) enable you to run scripts concurrently. For details on run modes, see "Run Modes" on page 209.

Note: Changing the default unit run mode overrides the automatic mechanism that distributes script runs. This reduces the load that can be assigned to a Business Process Monitor. It is strongly recommend that you do not change the default offset in high volume environments.

Sizing

Since there are a number of factors that affect the load on a Business Process Monitor, and therefore the required configuration, there are a large number of different possible configuration combinations. The following tables list some of the load and system configurations that have been used:

- ▶ "Load Configurations" on page 292
- ▶ "System Configurations" on page 293

Note: Changing any one of the parameters may impact the load you can run on a Business Process Monitor.

Load Configurations

| Entity | 1 Instance | 2 Instances | 16 Instances |
|------------------------|------------|-------------|--------------|
| Run units per instance | 250 | 250 | 30 |
| Scripts per run unit | 5 | 5 | 5 |
| Transaction per script | 4 | 4 | 4 |
| WebTraces per run unit | 1 | 1 | 1 |
| Total run units | 250 | 500 | 480 |

| Entity | 1 Instance | 2 Instances | 16 Instances |
|--------------------|------------|-------------|--------------|
| Total scripts | 1,250 | 2,500 | 2,400 |
| Total transactions | 5,000 | 10,000 | 9,600 |
| Total WebTraces | 250 | 500 | 480 |

Note the following in conjunction with the listed configurations:

- All specifications are related to http Web protocols only. Using scripts from other protocols may impact the load that a Business Process Monitor can run.
- The average script run time is 30 seconds.
- Scheduling is set to 15 minutes for all run units (this is the default schedule).
- All other run unit attributes are assigned default values.

System Configurations

The following tables show the processor and memory configurations used for Windows 2003 and 2008:

- "Windows 2003 Configuration Details" on page 293
- "Windows 2008 Configuration Details" on page 294

Windows 2003 Configuration Details

The following settings apply to the processor in the system:

| Setting | Value |
|---------------|---------------------------------------|
| Name | Intel(R) Core(TM)2 CPU 6600 @ 2.40GHz |
| Address Width | 32 |
| Description | x86 Family 6 Model 15 Stepping 6 |
| Data Width | 32 |
| Ext Clock | 1066 MHz |

| Setting | Value |
|-----------------|-----------------------|
| L2 Cache Size | 4096 Kilobytes |
| Max Clock Speed | 2400 MHz |
| Processor Type | 3 (Central Processor) |

The following settings apply to each of the two memory slots in the machine:

| Settings | Value |
|------------|------------------|
| Capacity | 2147483648 bytes |
| DataWidth | 64 bits |
| FormFactor | 8 (DIMM) |
| Speed | 667 nanoseconds |

Windows 2008 Configuration Details

The following settings apply to the processor in the system:

| Setting | Value |
|-----------------|---------------------------------------|
| Name | Intel(R) Core(TM)2 CPU 6600 @ 2.40GHz |
| Address Width | 64 |
| Description | Intel64 Family 6 Model 15 Stepping 6 |
| Data Width | 64 |
| Ext Clock | 1066 MHz |
| L2 Cache Size | 4096 Kilobytes |
| Max Clock Speed | 2400 MHz |
| Processor Type | 3 (Central Processor) |

The following settings apply to each of the two memory slots in the machine:

| Settings | Value |
|------------|------------------|
| Capacity | 2147483648 bytes |
| DataWidth | 64 bits |
| FormFactor | 8 (DIMM) |
| Speed | 667 nanoseconds |

Business Process Monitor Configuration Tips

This section describes tips and recommendations for configuring Business Process Monitor:

- ▶ Business Process Monitor must run on a dedicated machine.
- ▶ Use the default run unit mode
- ▶ If you do not use one of the tried configuration sizes, use the following method to check your Business Process Monitor capacity.

To check Business Process Monitor capacity for a new configuration:

- 1** Load the Business Process Monitor with the new configuration using a rump up method (cycles). In each cycle, assign only a part of the configuration and check that the Business Process Monitor's capacity is not breached (that is, a very high usage of system resources).
- 2** Once a Business Process Monitor is assigned a new configuration, it needs to readjust its scheduling mechanism to the new work load. This readjustment phase (during which the Business Process Monitor still runs the existing configuration) may take a few minutes, depending on the work load of the existing configuration and the amount of new work required by the new configuration. During the readjustment phase, the Business Process Monitor's CPU consumption may increase, but should return to normal once the readjustment is complete.

Note: When changing a configuration, there may be a delay in transaction reports and in some cases, transaction runs may be skipped. This applies to currently running scripts.

- 3** Wait until the readjustment phase stabilizes before applying additional parts of the new configuration.

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