

HP BSM Service Health for Smartphone

For the Android and iOS operating systems

Software Version: 1.00

Getting Started Guide

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BSM Service Health for Smartphone Overview

BSM Service Health for Smartphone (mini app) allows application owners and support engineers to view current application performance and availability, to help in diagnosing application issues anytime and anywhere.

You can use the BSM Service Health mini app to track real time CI statuses within your views, create a quick access CI Watch List, see full KPI details, and filter CIs by status.

The BSM Service Health mini app is seamlessly integrated with the APM mini app, that enables you to drill down into problems and isolate their root cause.

Related Information

The following documents include additional information related to HP Anywhere and BSM Service Health for Smartphone:

- [HP Anywhere Installation and Configuration Guide](#)
- [HP Anywhere Administrator Guide](#)

These documents are available in the [HP Live Network](https://h20117.www2.hp.com/wiki/) site (<https://h20117.www2.hp.com/wiki/>).

For more information related to BSM Service Health, see the [Using Service Health Guide](#). This document is available as part of the BSM Documentation Library or on the [Documentation Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

Administering BSM Service Health for Smartphone

- "Installing and Configuring BSM Service Health for Smartphone" below
- "Configuring the HPA-BSM Authentication Plug-in (Optional)" on page 9
- "Log Files" on page 10

Installing and Configuring BSM Service Health for Smartphone

This section provides information about the system requirements and how to install and configure BSM Service Health for Smartphone.

Requirements

Version:

- HP Anywhere shell (on the mobile device) 9.00
- HP Anywhere (on the server) 9.00
- HP Business Service Management version 8.0 and higher

Platform:

- Android 2.2 and later
- iOS 4.0 and later

Supported devices: Smartphones

Limitations

The following are not supported with BSM Service Health for Smartphone:

- Software as a Service (SaaS)
- HPA-BSM Authentication plug-in when working in a secure environment

Install and Configure BSM Service Health for Smartphone

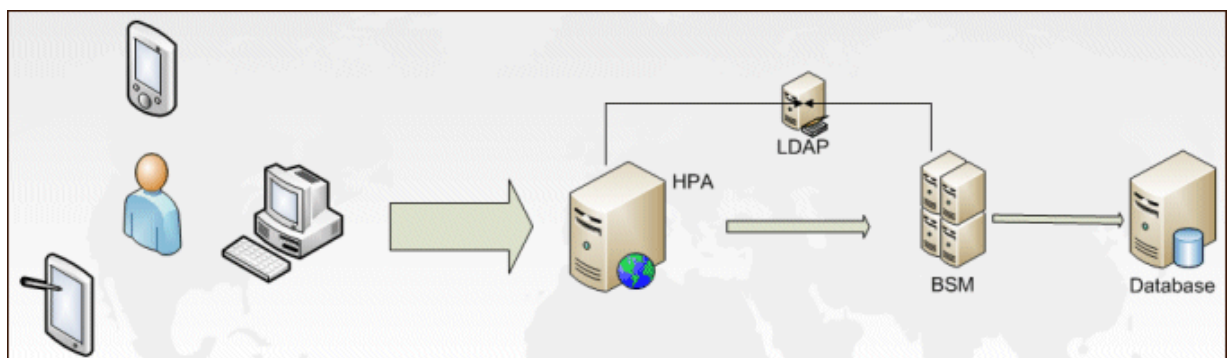
1. If needed, install HP Anywhere. For installation details, see *HP Anywhere Installation and Configuration Guide*.
2. Configure the HP Anywhere server and the relevant mini app by specifying BSM as the data source for BSM Service Health for Smartphone. For details, see *HP Anywhere Administrator Guide*.

When defining the data source in HP Anywhere, enter the following:

| Setting | Description |
|-------------------|--|
| HostName | BSM host to which to connect. |
| Port | Port on the BSM host to which to connect. |
| Protocol | Select your HPA-BSM protocol. If your HPA-BSM protocol is https, you should have already imported a certificate from BSM when configuring LDAP over SSL. If you have not yet done so, import the certificate as described in "Configure LDAP Over SSL" in <i>HP Anywhere: Installation and Configuration Guide</i> . |
| AuthPolicy | Select your HPA-BSM authentication policy. <ul style="list-style-type: none"> If you select LWSSO as the Authentication Policy between the HPA server and BSM, mini app end users do not need to type the BSM user and password on their mobile device. If you select Basic (non-LWSSO) as the Authentication Policy, the end user must enter the BSM user and password. To use LWSSO, you must have the same LWSSO token key (initstring) defined in BSM and in the HPA server. In BSM, this is found in Admin > Platform > Users and Permissions > Authentication Management. For details, see "HP Anywhere Lightweight Single Sign-On Configuration" in <i>HP Anywhere: Installation and Configuration Guide</i>. |

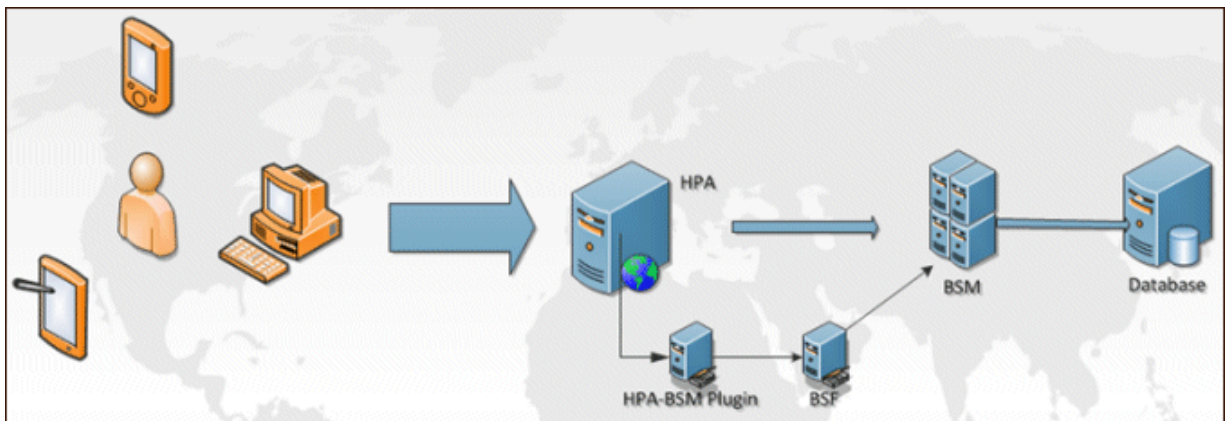
BSM - HPA Connection Flows

- **LDAP:** By default, the HP Anywhere Server connects to BSM using LDAP. The following diagram illustrates the BSM-SH mini app flow from the end-user mobile device through the HP Anywhere Server to BSM using LDAP:



- **Plug-in (non-LDAP):** If you do *not* want to connect using LDAP, you can install and connect using the HPA-BSM Authentication plug-in. For details, see "[Configuring the HPA-BSM Authentication Plug-in \(Optional\)](#)" on next page. Note that this is *only* necessary if you do *not* want to connect using LDAP.

The following diagram illustrates the BSM-SH mini app flow from the end-user mobile device through the HP Anywhere Server to BSM using the HPA-BSM Authentication plug-in:



Configuring the HPA-BSM Authentication Plug-in (Optional)

By default, the HP Anywhere Server connects to BSM using LDAP. If you do *not* want to connect using LDAP, you can install and connect using the HPA-BSM Authentication plug-in. Note that this is *only* necessary if you do *not* want to connect using LDAP.

The plug-in can be downloaded from the HP Live Network (HPLN), from the following location: **HPLN > HP Anywhere Mini-App for BSM Service Health > Content Files > HPA-BSM Authentication plug-in.**

Note: The plug-in is not supported when working in a secure environment.

To configure the HPA-BSM Authentication plug-in, perform the following:

1. On the HPA Server, edit the `<Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\config\conf\custom-context.xml` file and add the following lines:

```
<bean name="customPropertyPlaceholderConfigurer"
class="org.springframework.beans.factory.config.
PropertyPlaceholderConfigurer">

<property name="order" value="2"/>

<property name="ignoreUnresolvablePlaceholders" value="true"/>

<property name="properties">

<util:properties>

<prop key="bsfAuthenticationExternalService">
bsmAuthenticationService</prop>

<prop key="bsfUsersExternalService">bsmAuthenticationService</prop>
```

```
<prop
key="bsfGroupsExternalService">bsmAuthenticationService</prop>

</util:properties>

</property>

</bean>

<bean name="bsmAuthenticationService"
class="com.hp.bsm.ita.bsf.BSMAuthenticationProvider"></bean>
```

The above code uses the following format:

```
<bean name="customPropertyPlaceholderConfigurer"
class="org.springframework.beans.factory.config.PropertyPlaceholderConfigurer">
  <property name="order" value="2"/>
  <property name="ignoreUnresolvablePlaceholders" value="true"/>
  <property name="properties">
    <util:properties>
      <prop key="bsfAuthenticationExternalService">bsmAuthenticationService</prop>
      <prop key="bsfUsersExternalService">bsmAuthenticationService</prop>
      <prop key="bsfGroupsExternalService">bsmAuthenticationService</prop>
    </util:properties>
  </property>
</bean>
<bean name="bsmAuthenticationService" class="com.hp.bsm.ita.bsf.BSMAuthenticationProvider"></bean>
```

2. On the HPA Server, edit the <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\config\conf\bsf.properties file and change the value of the following three properties to EXTERNAL:
 - authentication.provider=EXTERNAL
 - users.provider=EXTERNAL
 - groups.provider=EXTERNAL
3. Edit the HPA-BSM Authentication plug-in configuration file bsm-bsf.properties, which is located in the root of bsm-bsf.jar. Change the value of **bsm.host.name** to the BSM host name.
4. Copy the bsm-bsf.jar plug-in file to the <Root>\HP\Anywhere\apps\bsf\WEB-INF\lib directory on the HP Anywhere Server.
5. Stop HP Anywhere.
6. Delete the following cache folders on the HPA Server:
 - <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\osgi-cache
 - <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\generated
7. Start HP Anywhere.

Log Files

Log files, which can be used for troubleshooting, are located on both the HP Anywhere Server and the BSM Gateway Server.

HP Anywhere Server log files:

- <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\bsmsh_app.log
- <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\btoa_app

- <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\server.log
- <Root>\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\bsf.log

BSM Server log files:

- <Root>\HPBSM\log\EJBContainer\bam.open.api.log
- <Root>\HPBSM\log\topaz_all.ejb.log

Using BSM Service Health for Smartphone

- "Overview: How to Use the Mini App" below
- "Configuring the Mini App" on next page
- "Working with the Mini App" on page 14

Overview: How to Use the Mini App

After you install HP Anywhere and download the BSM-SH mini app to your mobile device, you select a view for display; the mini app then shows a hierarchical list of CIs in the view, with their current status. You can drill down to problematic CIs, filter CIs by status, and see KPI details for a selected CI.

In addition, the mini app enables you to create a watch list of important CIs for rapid assessment. You can add up to 10 CIs to the watch list, and then easily access this list for a quick display of the status of these CIs.

If you have also configured the APM mini app, you can drill down from an application CI in the BSM-SH mini app to the APM mini app, to isolate the root cause of problematic applications.



The client Home screen (the **Summary** screen) provides a summary view for each mini app that is applicable to the user's job role. This view provides enough information at a glance to make quick decisions and decide if you need to look at more data. For the BSM-SH mini app, the left side of the screen show the worst CI in the watch list, and the right side shows the worst CI in the default view. Note: If all the CIs are OK or No data, this status will be displayed.

The client **Front Page** screen displays the applications and their status for all the mini apps installed on the client. From the Front Page, you can drill down to view details for a specific application. For the BSM-SH mini app, the Front Page show the worst CIs in the watch list, with status Warning or Critical.

Note: To refresh the mini app display, flick your screen down. On the Summary page you can also tap the Refresh button in the upper left of the screen.

Configuring the Mini App

To configure the BSM-SH mini app:

1. On your mobile device, tap the HP Anywhere icon.
2. Enter your user and password, and the URL of HP Anywhere (the first time you access the mini app).
3. On the **Summary** screen, tap **Settings**  and:
 - a. Tap **General** to configure the role and other general settings, or
 - b. Tap **BSM Service Health** to configure mini app specific settings.
 Note: In Filter > View Name, in the Search field, type the name of the view you want to display in the mini app.
4. You can also tap **Catalog**  to uninstall the mini app.

Configuration Screens

The following table describes the different screens used for configuring the BSM-SH mini app:

| Screen | Description |
|--------------------|--|
| Catalog | Displays the mini apps that are available on the HP Anywhere Server to which you connect. |
| Info (catalog) | Displays the status (installed or uninstalled) of the selected mini app and enables you to install or uninstall the mini app as applicable. |
| Settings | Displays the categories of settings that you use to configure your mini apps. There are general settings that apply to all installed mini apps and settings that are specific to each installed mini app. |
| General | Displays the general settings categories, that are applicable for all the installed mini apps. |
| Role | Select your user role. <ul style="list-style-type: none"> • The roles are configured on the HP Anywhere Server by the HP Anywhere administrator. • You can select only one role. |
| BSM | Displays the settings that are specific to the BSM mini app. |
| Data Source | Select the source (BSM Gateway Server) for the data used by the BSM mini app. <ul style="list-style-type: none"> • The connection between the HP Anywhere Server and BSM Gateway Servers are configured on the HP Anywhere Server by the HP Anywhere administrator. • You can select only one data source. |
| Filter > View Name | Select the view you want to display in the mini app. |

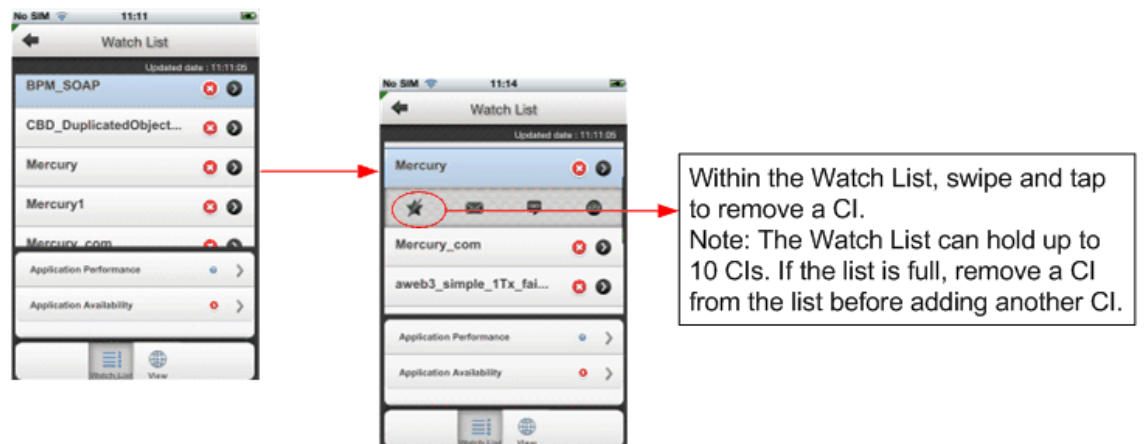
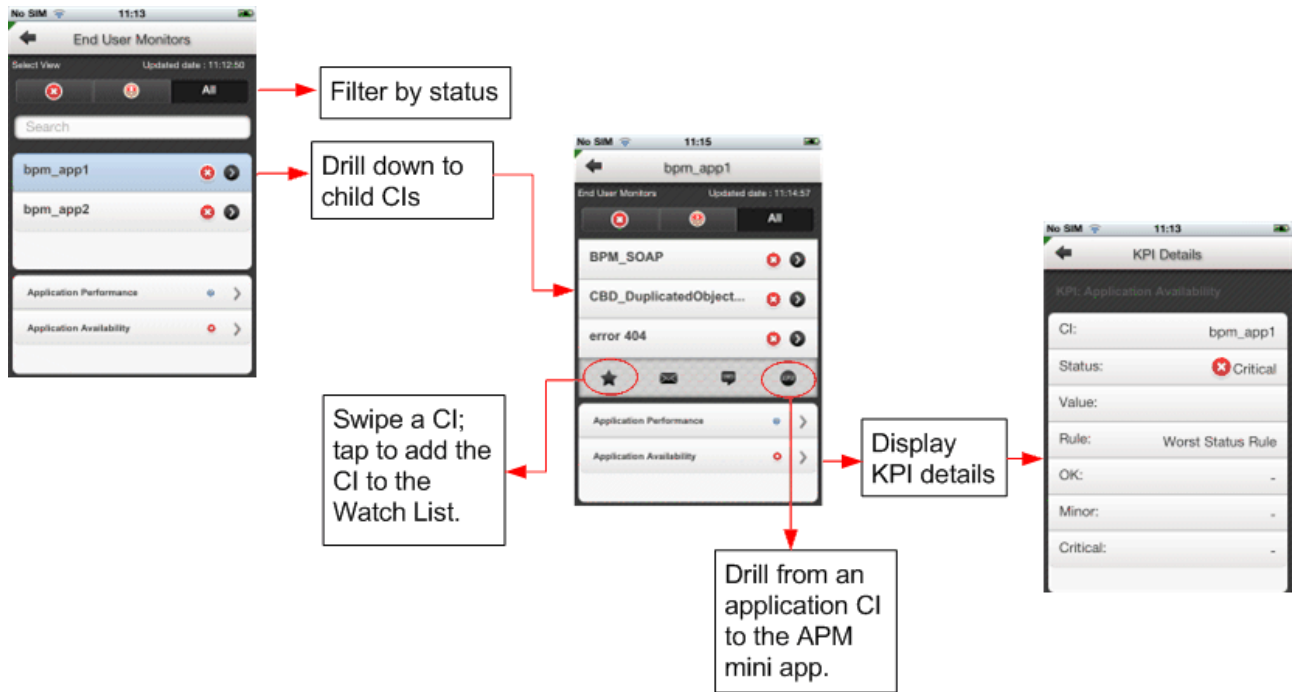
| Screen | Description |
|--------|---|
| | <ul style="list-style-type: none">• If there are fewer than 50 views, the list of views is displayed. This can take up to 30 seconds.• If there are more than 50 views the Search box is displayed; type the name of the view you want in this box. |

Working with the Mini App

To use the BSM-SH mini app:

1. On your mobile device, tap the HP Anywhere icon.
2. Enter your user and password, and the URL of HP Anywhere (the first time you access the mini app).
3. Follow the workflow paths shown below.

Note: To refresh the mini app display, flick your screen down. On the Summary page you can also tap the Refresh button in the upper left of the screen.



Limitation

When configuring the mini app on your mobile device, you need to select the default view. If there are fewer than 50 views, the list of views is displayed, but this list can take up to 30 seconds to appear. For details, see "Configuring the Mini App" on page 13.

Troubleshooting BSM Service Health for Smartphone

This section includes the following troubleshooting topics for the BSM-SH mini app:

| | |
|--|----|
| Unable to See the Login Screen..... | 16 |
| Failed to Log In with the BSM User Name..... | 16 |
| Front Page Display Error..... | 16 |
| View Name Setting is Grayed Out..... | 16 |
| General Connectivity Issues..... | 17 |
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Unable to See the Login Screen

If you are unable to see the login screen:

- Check the HPA Server logs
- Refer to the HPA troubleshooting documentation

Failed to Log In with the BSM User Name

If you are unable to log in to the APM mini app with your BSM user name:

- Check if HPA is able to access the BSM Server by logging in to the HPA server and opening a browser with the BSM URL.
- If the HPA Server failed to communicate with the LDAP Server, refer to the HPA troubleshooting documentation.
- If HPA failed to authenticate with BSM:
 - Check if the login to BSM was successful
 - Check the HPA server logs for more information

Front Page Display Error

If you receive a front page display error, check the HPA Server logs for more information.

View Name Setting is Grayed Out

If you cannot select views on the Application Settings page, make sure that your data source settings are correct. You can check these using the **Validate** button in the UI..

General Connectivity Issues

To troubleshoot general connectivity issues, check the connectivity between the specific mobile application and the HPA Server.

General UI Issues

To troubleshoot general UI issues, check if the problem is specific to one mobile device or all devices.

Data is Not Up-To-Date

To refresh data, flick your screen down. On the Summary page you can also tap the Refresh button in the upper left of the screen.

Data Accuracy Verification

The following table lists the BSM-SH mini app data and their equivalent data source in BSM. You can use this to verify the accuracy of the mini app data.

| BSM Service Health for Smartphone Data | BSMData |
|---|---|
| List of views | 360° View > Hierarchy list of views |
| View structure is correct | In the 360° View > Hierarchy, open the same view and check that the view structure is identical. |
| CI statuses are correct | In the 360° View > Hierarchy, open the same view and check that the CI status is identical. Note that the refresh rate of the min app is lower than of BSM. Before you compare the mini app to BSM, refresh the mobile UI by flicking down the screen. |

For details on Service Health data, refer to the Using Service Health Guide in the BSM Documentation Library.

