HP Business Service Management

For the Windows ® and Linux operating systems

Software Version: 9.13

What's New

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The title page of this document contains the following identifying information:

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Introduction

This file provides information about new features and enhancements to HP Business Service Management (BSM) 9.13, BSM 9.12 and BSM 9.10.

BSM 9.13 New Features and Capabilities

BSM General, Platform, and Shared Services

- Support for Red Hat Linux 5.6, 5.7

- Support for VMware ESXi 5.x

- Support for Firefox ESR (Extended Support Release) 10.0

- Support for HP UCMDB Content Pack 10 (requires CP 10 patch for BSM)

- Improved log file management with new log file management tool

End User Management

- Enhanced ALM integration with ability to export RUM data from product monitoring back to ALM for pre-production testing and the ability to export SiteScope measurements, templates, and application topology from CMDB to ALM for pre-production testing

- Improved EUM Reports:

    - "Group By" in custom reports

    - Show only locations monitoring the application in the locations filter

    - Five minute granularity in BPM Performance over Time and Metrics over Time reports

BSM 9.12 New Features and Capabilities

BSM General, Platform, and Shared Services

- Added support for using HP Service Health Analyzer, a new performance analytics application

- Support for Firefox 5 and 6 and IE 9

- Support for HP UCMDB 9.04 and Content Packs 8 and 9.01

- Support for System Health on Linux

Application Performance Management

HP Business Process Monitor

- Enhanced reports for synthetic monitoring of mobile applications

  - Overview application mobile device users experience in comparison to non mobile device using Application Summary report

  - Overview application performance and availability distribution by device in Application Health report

  - View application performance and availability over time for different devices in BPM Performance Over Time report

  - Analyze transaction behavior according to the end-user device in Performance Analysis reports

  - View distribution of errors reported by BPM according to emulated device in BPM Error Summary

  - Filter all BPM reports according to mobile device

  - Graph different synthetic monitoring metrics per device

- Alerts by mobile device type - alerts can now be generated based on performance and availability problems by device using the existing, advanced BSM alerting mechanism

- Service Health by mobile device type - view real time synthetic performance and availability of application and its transactions for each of the different devices in BSM Service Health

HP Real User Monitor

- MQ protocol support that enables monitoring this common protocol used in IBM Websphere MQ product suite

- AMF (Flex) protocol support that enables monitoring this common protocol for Flex based applications

- Integration with SiteMinder single sign-on that enables original username extraction from users authenticating through SiteMinder.

HP Diagnostics

- Upgraded SaaS offering including new capabilities

- Install and Monitor and Azure application using the Diagnostics .NET instrumentation agent

- Improved LDAP support with search and redirect features

- Diagnostics data fed to Service Health Analyzer (SHA)

- Extract and Display metrics from TIBCO Enterprise Message Service (EMS)

- Improved display of TIBCO ActiveMatrix Service Bus 3.1.2 thread-switching server requests

- New notifications for several conditions (availability thresholds, excessive server requests, etc.)

- Enhanced CPU metrics for Solaris Zones

- Support for Composite Type mbeans

- Probe efficiency improvements (reduction in overhead)

- New Diagnostics Data Model API document

HP TransactionVision (9.10)

- Upgrade support for 8.0x and 9.0x to 9.10

- Alerting on incomplete and late transactions (including visibility in BSM/Service Health)

- Better extensibility to support custom event sources

- New Correlation user interface:

  - Server correlation and topology features

  - Generic event format and API

  - Event collection from any .NET application using event generation definitions in a points file

- Report usability improvements in the Transaction Topology, Summary, Tracking and Over Time reports

  - Provides quick visualization of metrics, response time thresholds, flow problems and paths in reports and topologies

  - Provides enhanced tooltip information for nodes in transaction topologies such as node type, host, application server, and so on

- Platform support

    - Official WebSphere MQ Agent and Java Agent support for SUSE z/Linux

    - Official Java Agent support for TIBCO BusinessWorks and Jetty

    - Java Agent support for new versions of JBoss and Tomcat

    - Improved z/OS Agent performance for CICS and WMQ-CICS

    - z/OS Agent support for new versions of z/OS

- WebSphere MQ and Tuxedo Agent support for VMware ESX Server 4

- Support for Two-way SSL

- Enhanced tooling support for field engineers

    - TransactionVision Java Agent POC/Supportability "Toolkit" and Improved POC supportability features

    - New Processing Server utility to aid in investigation of correlation issues

Consolidated Event and Performance Management – OMi

- New administration tool to synchronize existing topology from OM systems

- New tool to simplify the process of exchanging CA Certificates with other OM systems

- Support for OMi event generation to notify users whenever a target connected server becomes unavailable for event forwarding operations

- Enhanced Event WS query language to support additional relational expressions and additional event properties on query

BSM 9.10 Release Highlights

BSM 9.10 is focused on enhancing the customer experience and value of the BSM applications, and provides an upgrade path for customers of earlier versions of BSM and HP Business Availability Center. Upgrading enables customers to benefit from the rich value delivered with the BSM 9.00 release, along with the new capabilities added in the 9.10 release.

The highlights of this release include:

BSM Platform and Shared Services

- Direct and staged upgrade capabilities from 8.x version of HP Business Availability Center and OMi (see documentation for specific versions and upgrade paths)

- New support for Red Hat Linux as a platform

- Support for Firefox Browser

- UI localization added for Japanese, Simplified Chinese, Korean, and French

MyBSM and Service Health Dashboards

- The Service Health dashboard provides simpler views, improving both customer experience and UI performance.

- MyBSM can now incorporate HP Diagnostics UIs

- Additional configuration options for adding external URLs/content into MyBSM and easier consumption of MyBSM components in external portals.

Application Performance Management

- Expanded Virtualization monitoring

- New Cloud-ready APIs for End User Monitoring

- New Synthetic Monitoring of Web 2.0 applications

- New Real User Monitor protocol support

- Enhanced Diagnostics with configurable full-instance call profile capture

Consolidated Event and Performance Management – OMi

- Powerful new dynamic performance graphing user interface

- Extended cross-domain graphing with performance data from HP Operations Manager Performance Agents, SPIs, HP SiteScope, HP Business Process Monitor, and HP Real User Monitor

- Improved event handling with time-based event automation

- Improved automation with ability to trigger run-books on event arrival

- Improved integration framework

- Richer Event Browser user experience

- Localization support: French, Japanese, Korean, Chinese

- Upgrade from OMi 8.1x/OMi 9.0 to 9.10 support

BSM Content Packages for OMi

- New content pack for Microsoft Lync Server 2010

- Updated MS Exchange 2010 content pack

- Enhanced Network content including improved cross-domain correlation rules

- Solaris Zones support by Infrastructure Content Pack

- New tools added in all content packs

- Support for SPI DVD 2008/2009 and OO version 9.0

BSM 9.10 New Features and Capabilities

BSM Platform and Shared Services

- An Upgrade Wizard is provided as part of the upgrade capabilities of BSM 9.10. This tool will help customer manage their upgrade process. The upgrades allow both a direct upgrade and a staged upgrade. Direct upgrade is intended as an in-place upgrade, a staged upgrade allows for a parallel (lower downtime) upgrade.

- Red-Hat Linux has been added as a brand new base operating system for the BSM Platform. This provides addition choice for the enterprise customers who want to have alternatives to the Windows server platforms.

- Regressions in the 9.0 release have also been addressed specifically support for the Firefox browser, the capability to use System Health to monitor the BSM 9.10 system, and support for Disaster Recovery configurations.

- The user interface of BSM 9.10 has been extended to support multiple languages. These languages are Japanese, Simplified Chinese, Korean, and French. Product documentation in these languages will follow in a later release.

MyBSM and Service Health Dashboards

- The Service Health dashboard (360° View) has had numerous enhancements both to simplify the layout of some key screens and at the same time improve page load time, including improvement to applet load times. This will improve the user experience as you access the main Service Health views and as you navigate to other screens or BSM applications.

- HP Diagnostics now provides UI components that can be consumed within MyBSM. This provides the ability for application owners and application support teams to create UI mash-ups of both front- and back-end application components and business transactions.

- The Topology Map now has an annotation tool allowing customers to annotate the topology being shown and distribute it accordingly.

- The properties page for CIs attributes has been extended to show all attributes rather than a subset.

- New REST APIs have been added to reset health indicators – these are very useful when your system does not have closing events.

- A new REST API to has been added to allow the query of SLA configuration, calculation results and KPI over time data.

- MyBSM has been improved for more comprehensive configuration of external components that need to be viewed within MyBSM (along with the context wiring from other UI components).

- The ability to use MyBSM component in external portlets has also been improved, helping to visualize BSM data within other portal technologies.

Application Performance Management

HP Business Process Monitor

- Bulk updates of script parameters across scripts from multiple applications through global search and replace.

- New REST-based API to enable automated configuration of BPM monitoring with documented web services (examples: update advanced settings, get all BPM agents, assign agent to BPM application, get all BPM applications, create BPM application, update schedule, update script version, upload script, check in new script, etc.).

- BPM support for HP TruClient scripting engine provides an innovative, browser-based virtual user generator that supports simple Web applications, as well as modern, JavaScript-based applications built with virtually any available Ajax toolkit. By using the UI-level recording based on the browser's own Document Object Model (DOM), the TruClient technology makes scripting much easier, so that companies can use non-technical or novice testers for scripting. This frees up valuable technical resources to focus on other critical tasks such as the actual test execution and analysis. In addition, TruClient also makes scripting much faster.

- Configurable BPM agent IP validation which improves security.

- New platform support for BPM agents: Windows 2008, Windows 7, and Windows Vista – please see the BPM readme file for a comprehensive support matrix.

HP Real User Monitor

- Oracle database protocol support. Enables monitoring SQL activity for leading database.

- ISO 8583 protocol support. Enables monitoring this common protocol for financial transactions.

- UDP traffic monitoring support. Enables monitoring either TCP or UDP network traffic.

- Business Process Recognition. Enables analysis of user paths through application.

- Import/export for Application RUM configuration, including transactions, pages, events, tiers and groups hierarchy, to an XML file. Supports moving RUM application configuration between BSM systems, such as test and production BSM environments.

- Import/export for End User Group RUM configuration. Similar to import/export of Application RUM configurations.

- RUM Transaction suggested thresholds – calculates transaction, transaction-location and page/action thresholds using real historical data.

HP Diagnostics

- On-demand configuration of full-instance capture of Call Profiles based on latency, CPU utilization, HTTP status, and time period. Allows user to capture detailed Call Profiles to troubleshoot specific server requests.

- Simplified creation of custom dashboards enables operators to pick the metrics that they want to trend and then create a dashboard for those metrics with a click, increasing operator efficiency.

- Application diagnostics of VMware metrics enable operators to determine if application issues were caused by the virtualization layer – from the top down.

- .Net REST support to automatically detect REST style web-services.

Consolidated Event and Performance Management – OMi

- The Performance Management component of OMi has been enhanced to provide a highly interactive tool for cross-domain performance analysis and triage. Users can now do performance analysis across infrastructure, applications and transactions in a single powerful UI. Additionally metrics coverage has been extended to include Operations Manager Performance Agents, SPIs, SiteScope, Business Process Monitor, and Real User Monitor. The user interface has been significantly enhanced with out-of-the-box graph templates based on the CI type being viewed, along with highly interactive features allowing the user to drag and drop and combine metrics between multiple graphs, quickly navigate back and forward through time windows with the new date range panel or switch between different day or week, week of month views in a single click. In addition for system performance metrics users can switch into "real-time mode" to directly access performance data from performance agents.

- The consolidated event management capabilities have been extended with a new capability for time-based automation rules and automated run-book execution. Both of these new features continue to extend the automation capabilities of OMi.

- Time-based automation rules allow an administrator to take automated actions or update event information based on time. For example an event may have its severity increased if it is not dealt with in one hour, or an automated action may be reexecuted if a critical event is not resolved within 30 minutes.

- Automated run-book execution provides the administrator with the ability to define run-books that should be execute on receipt of specific events. These run-books may gather more information to help isolate an issue or run pre-defined resolution steps for certain conditions.

- Downtime management is now easier to use. It has been improved to make it simpler to add maintenance downtime for a configuration item so that events that arrive during downtime do not affect health indicators (HIs), event type indicators (ETIs) or Service Level Agreements.

- The ability to forward events to incident management or alerting systems has been improved. The event forwarding functionality has been extended with additional configurations options such as retry intervals as well as improved performance.

- Event Browser improvements, to provide a richer user experiences for the operator, include:
  - Acoustic notification about newly arrived events
  - Improvements to the Context menus in the Event Browser
  - Advanced Filters added in several areas to allow more complex filtering including cascaded conditions and various conjunctions

- The Integration Adapter has been extended to allow OMi to send a close event message back to the third-party environment that sent the original event. The Integration Adapter and the Event Browser have also been enhanced to support drill down directly to the UI of the domain manager which was the source of the originating event.

- A separate release package is being made available that includes out of the box event and topology integration with Microsoft SCOM and Nagios.

BSM Content Packages for OMi

- The BSM 9.10 Content Packs for OMi provide improved visibility, cross-domain graphs, and event correlation to help pinpoint root cause and determine impact for specific environments. BSM 9.00 introduced content packages for Oracle and MS SQL Server, MS Exchange, MS Active Directory, Web application servers (WebLogic and WebSphere), Blackberry Enterprise Server, and Infrastructure (including virtualization and Clusters). (For more information, see content pack overview in the BSM 9.00 What's New file.)

- In BSM 9.10 support for Microsoft Lync Server 2010 (previously Microsoft Office Communications Server) has been added. This content pack includes:
  - RTSM Package containing the CI Types for Lync Server 2010

  - Health indicators and event type indicators indicating the health of the Lync Server

  - Intra-domain Correlation Rules

  - Inter-domain Correlation Rules (for SQL Server – Lync Correlations, Active Directory – Lync Correlations, Infrastructure – Lync Correlations, Exchange Server – Lync Correlations and Network – Lync Correlations)

  - Dashboard/Model Views

  - Domain-Specific Performance Graphs

- New updated support for Microsoft Exchange Server 2010 has been added in addition to certifying this latest version support as been added for the new Database Access Groups (DAGs) which is the High Availability solution within Microsoft Exchange Server 2010.

- In addition, the Network context has been improved across the existing content packs. This includes new network-specific cross domain topology-based correlation rules between Networks and the other content packs such as MS Exchange, MS Lync Server, WebSphere, etc. This will improve the ability for operators to quickly identify the application or infrastructure events that are related to network issues.

- New investigation tools have been added in all content packs. These tools allow the operator to run domain-specific tools in order to get a better context of the events/issues that they are investigating. For example if the CI Types is a WebLogic Application Server, tools are provided to the get a count of invalid login attempts, or the number of opened socket connections, or for WebSphere look at the number of sessions currently accessed or the percentage of heap space used.

HP Business Service Management (9.13)

System Availability Management (SAM)

- The "Global Search and Replace" feature in SAM Admin has been revamped to improve its usability, scalability and overall quality.

- Customers can now view their EMS points consumption in SAM Admin (the calculation is based on counting CIs which originated from EMS monitors)

SiteScope 11.10

BSM 9.10 also integrates with the recently released SiteScope 11.10. SiteScope 11.10 features include:

- New Elastic Monitors for Virtualized Environments:
  - Five new VMware Host monitors and a new Solution Template for monitoring CPU, Memory, Network, State, and Storage-related counters of the VMware host server as well as guest virtual machines. The monitors and the solution template have been developed based on VMware best practices.

  - These new monitors automatically update themselves as Virtual Machines and Host resources change on the VMware Host

  - Improved scalability and usability of the existing VMware Performance Monitor

- New Solution Templates:
  - Active Directory 2008 R2

  - Microsoft SQL 2008 R2

  - Microsoft Exchange 2010

  - Microsoft SharePoint 2010

  - Microsoft Lync Server 2010 (includes 8 new monitors!)

  - Microsoft IIS 7.x

  - VMware Host

- Improved Scalability: New 64-bit installation of SiteScope can support up to 24K monitors and 3,500 monitor runs per minute.

- New integration with NNMi – Added support for sending SiteScope events and metrics into NNMi.

- Better integration with Operations Manager:
  - Drilldown from OM to SiteScope

  - Option to customize Service ID in the event details

  - Node discovery enhancements and fixes

  - Support for the embedded agent on 64bit servers

- Manageability Enhancements:
  - Added SiteScope tags support for templates and alerts

  - New API support for tag definitions and importing templates into SiteScope

  - Template variables for alerts, auto-complete for template variables and various other template related enhancements

- Enterprise User Management via LDAP integration: added support for user authentication via LDAP and the concept of SiteScope roles for controlling authorization based on a LDAP security groups

- New Log Analysis tool to help analyze recurring patterns in log files and create match expressions for log file monitors

- iPhone/iPad application for SiteScope:
  - This free download allows you to keep track of your monitored IT infrastructure and remotely control multiple SiteScope servers while away from your computer

  - Get more information here: http://h30501.www3.hp.com/t5/Application-Performance/SiteScope-anytime-anywhere-with-SiteScope-for-the-iPhone-iPad/ba-p/14499A

You can view SiteScope 11.10 guidance movies here:
http://youtube.com/user/HewlettPackardVideos (search for SiteScope)

For additional new features, see the SiteScope 11.10 Release Notes.