

HP BSM Service Level Manager Mini-App

For the Android and iOS operating systems

Software Version: 1.0.0

Getting Started Guide

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Software Release Date: May 2014



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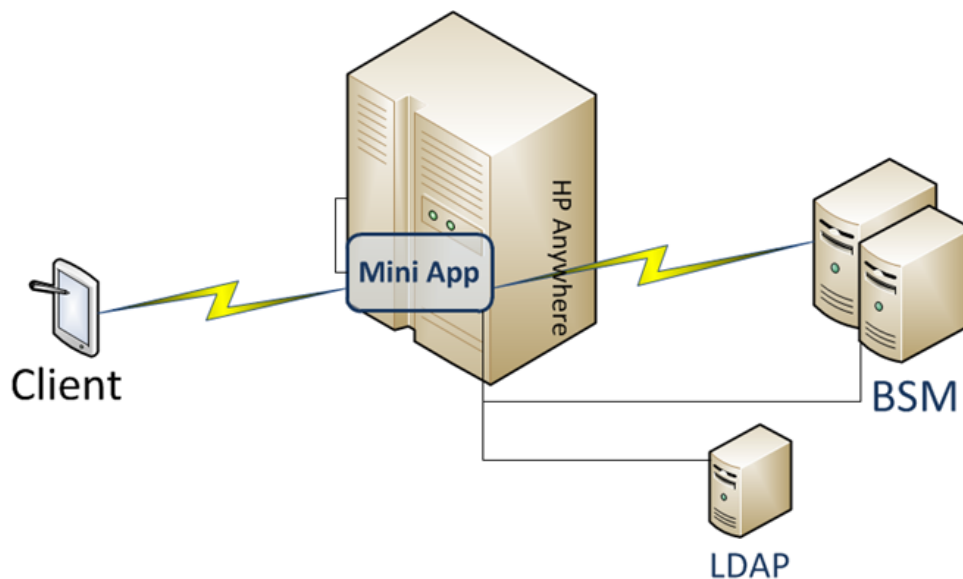
Introduction

The Service Level Manager (SLM) mini-app allows you to monitor and isolate problems related to your applications using your mobile device, and receive real-time notifications in case of problems.

The SLM mini-app displays the **SLA Status** page that provides a status overview of the SLAs you select. A gauge for each SLA provides a pictorial representation of the status for the selected tracking period.

The mini-app provides a quick drill-down from an SLA in the SLA Status page to the **Details** page that displays the SLA's transactions and status for each of the SLA's transactions for the selected tracking period. In the **History** page, you can view the SLA's trend over a day, week, month, and quarter. The History page displays the worst status for each aggregated period.

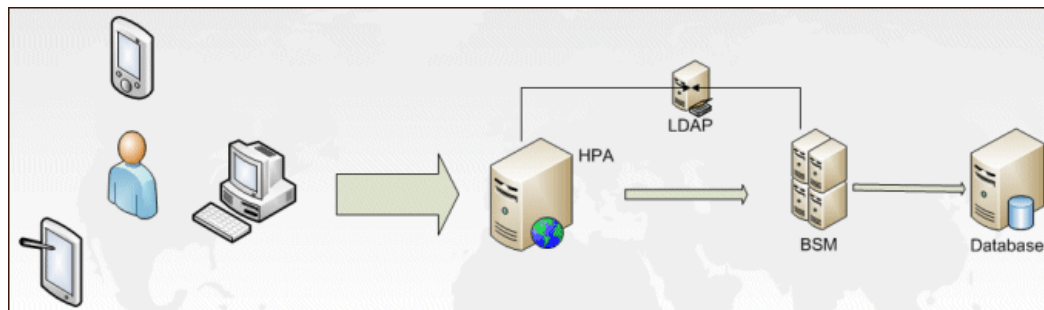
The data flow scheme is as follows:



Installing the Mini-App

The Service Level Manager mini-app runs on the HP Anywhere platform.

1. Before you begin, you must have installed both HP Anywhere and BSM. For details, see:
 - [HP Anywhere Installation and Configuration Guide](#)
 - [Business Service Management Installation Guide](#).
2. There are two options for BSM - HPA connection flows: LDAP or non-LDAP.
 - **LDAP:** The HP Anywhere Server can connect to BSM using LDAP. The following diagram illustrates the BSM-Service Level Manager mini app flow from the end-user mobile device through the HP Anywhere Server to BSM using LDAP:



- **Non-LDAP:** If you do not want to connect using LDAP, the authentication will be using HPA user management.
3. The mini-app uses the LWSSO framework for authentication and authorization. Configure LWSSO definitions in the HP Anywhere Admin Settings. In the **Init String** field, enter the same value as configured in BSM. To retrieve the Init string value from BSM, in BSM go to **JMX console > service=LW-SSO Configuration > InitString** field
 4. On the HP Anywhere server, access <https://hpin.hp.com/>. Download the file **hpa-slm-app-cp.zip**, and install the app on the HP Anywhere server. For details, see [HP Anywhere Administrator Guide](#).
 5. Configure the Service Level Manager mini-app in the HP Anywhere Admin Settings. In **Data Source Configuration**, enter the FQDN URL of BSM.
 6. In your mobile device, install the HP Anywhere app from the Google Play Store or the App Store (iOS).
 7. Launch the HP Anywhere app. Enter the URL of the HP Anywhere server, and the user and password from step 2.



8. Go to the **My Apps** page and tap the Service Level Manager mini-app icon . If the icon is not on the My Apps page, tap the catalog icon to open the catalog, and select and then enable the Service Level Manager mini-app. For details, see [HP Anywhere Administrator Guide](#) and the [HP Anywhere User Guide](#).

Working With BSM 9.23, 9.24

You need to install the **SLM External Rest API Patch** on the Gateway Server so you can use the SLM mini-app with BSM 9.23 or 9.24.

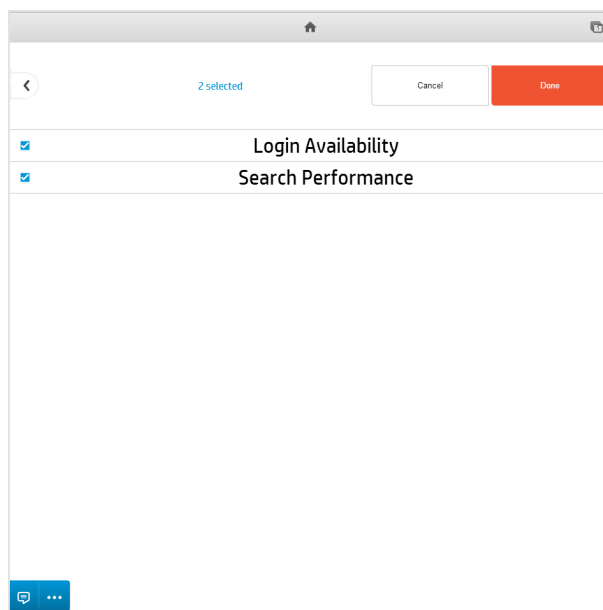
1. Stop all BSM processes.
2. Back up the original **slm-external-api.jar**.
3. Put the **slm-external-api.zip** file in **<BSM installation folder>\lib** and extract the **slm-external-api.jar** file to the same folder.
4. Restart the Gateway Server.

Using the Service Level Manager Mini-App

Use the Service Level Manager mini-app to monitor and isolate problems related to your applications' health.

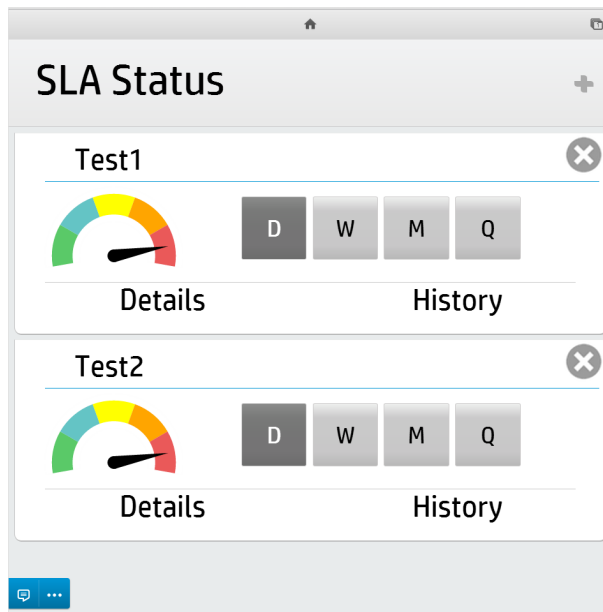
Before you can log in to HP Anywhere on your mobile device for the first time, perform the installation procedure . For details, see ["Installing the Mini-App" on page 5](#).

1. Tap the HP Anywhere icon on your mobile device. (The first time you access the app, enter the user, password, and URL of HP Anywhere.)
2. The My Apps page displays a list of the apps installed on your mobile device. Tap the Service Level Manager mini-app icon to open the app.
3. The first time you open the mini-app, you see an empty SLA Status page. Tap the + icon, select a view, and select SLAs for monitoring. You can select multiple SLAs from multiple views.

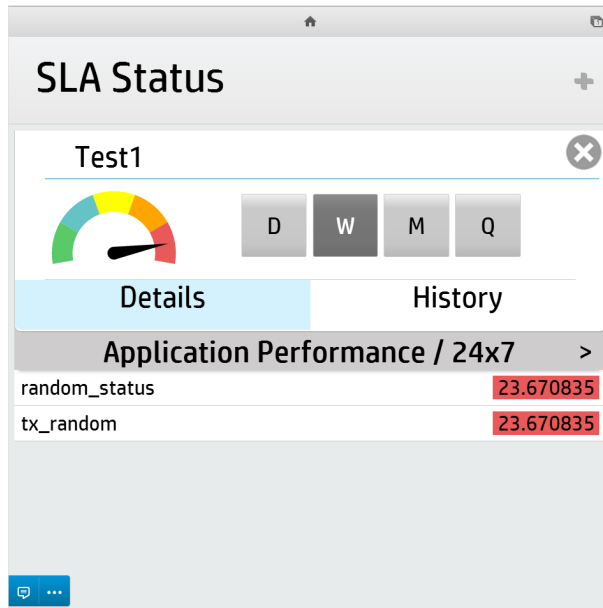


4. The SLA Status shows the SLAs you are monitoring and their statuses. You can tap the buttons to the right of a gauge to display the SLA status for the selected tracking period (day,

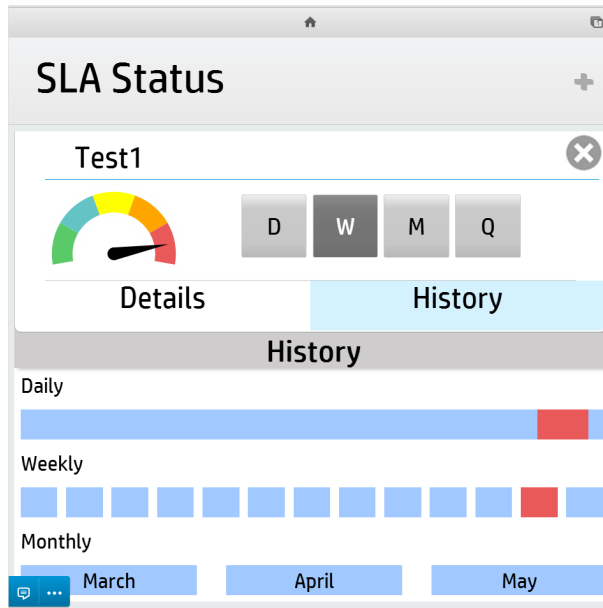
week, month, quarter).



5. Tap the **Details** link under an SLA gauge to drill down to view the status and value of the SLA's transactions according to the selected tracking period.



6. Tap the **History** link to view the SLA's trend over a period of days, weeks, or months. The status displayed is the worst status for that aggregated period.



Troubleshooting

Error Communicating with the Server

Error Retrieving the Views from the Server

The following messages appear when the application cannot connect to the BSM server:

Error retrieving the views from the server. Please try again later.

To troubleshoot these errors:

1. Verify that BSM is up and running.
2. Verify that there is no network connection problem between the HP Anywhere server and the BSM server.
3. Verify that the application configuration is correct:
 - a. Open the HP Anywhere Administrator Console: **http://[HPA Server]:8080/admin/**.
 - b. Click the **Apps** tab and select **BSM SLM**.
 - c. Click the **Data Source Configuration** tab and make sure that the parameters are configured as follows:
 - **Host:** The host name of the BSM server
 - **Protocol:** The protocol used to access the BSM. (This should be **http**.)
 - **AuthPolicy:** The authentication policy used. (This should be **lwssso**.)

The screenshot shows the 'Data Source Configuration' tab in the HP Anywhere Administrator Console. At the top, there are three tabs: 'Associated Authorization Groups', 'Data Source Configuration' (which is selected), and 'Settings'. Below the tabs, there is a text prompt: 'Click "Add Instance.." to add new Data Instance'. To the left of this prompt is a blue button with a white 'X' icon. Below the button is a '+ Add Instance..' button. To the right of the button is a form with four fields: 'HostName:' with a text input field containing a redacted value; 'Port:' with a text input field containing a redacted value; 'Protocol:' with a dropdown menu set to 'http'; and 'AuthPolicy:' with a dropdown menu set to 'lwssso'.

4. Verify that the LWSSO configuration is correct. Make sure that the HP Anywhere LWSSO init string configuration matches the init string configured in the BSM server.

Check the init string on the BSM server:

- a. Open the link **http://[bsm url]:8080/jmx-console/HtmlAdaptor**.
- b. Enter your username and password.
- c. Go to LW-SSO configuration.
- d. Search for the **init string** configuration on this page.
- e. If the init string is not the same as the HP Anywhere LWSSO init string, edit the string, click **Save**, and wait for the screen to refresh for the new configuration to take place.

Check the init string on the HP Anywhere server:

- a. Open the HP Anywhere Administrator Console: **http://[HPA Server]:8080/admin/**.
 - b. Click the **Settings** tab on the main menu bar.
 - c. Search for the init string configuration and edit the string as needed.
 - d. Stop and restart HP Anywhere for the change to take place.
5. If the information in the previous steps are correct, check the log file for errors. The log file path is: **[HP folder]/HPAnywhere/logs/bsmSLM.log**.
 6. If you are not able to resolve the problem, send the log file and any additional details to HP Support.

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Feedback on Getting Started Guide (BSM Service Level Manager Mini-App 1.0.0)

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