## **HP Business Service Management**

Software Version: 9.26

### **Getting Started With BPM - Best Practices**

Document Release Date: October 2015 Software Release Date: September 2015



#### Legal Notices

#### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

#### **Restricted Rights Legend**

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

#### **Copyright Notice**

© Copyright 2005 - 2015 Hewlett-Packard Development Company, L.P.

#### **Trademark Notices**

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated. AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc. Google™ and Google Maps™ are trademarks of Google Inc. Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries. iPod is a trademark of Apple Computer, Inc. Java is a registered trademark of Oracle and/or its affiliates. Microsoft®, Windows®, Windows NT®, Windows® XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation. Oracle is a registered trademark of Oracle Corporation and/or its affiliates. UNIX® is a registered trademark of The Open Group. Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated. Intel®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries. iPod is a trademark of Apple Computer, Inc. Java is a registered trademark of Oracle and/or its affiliates. Microsoft®, Windows®, Windows NT®, and Windows® XP are U.S registered trademarks of Microsoft Corporation. Oracle is a registered trademark of Oracle and/or its affiliates. Microsoft®, Windows®, Windows NT®, and Windows® XP are U.S registered trademarks of Microsoft Corporation. Oracle is a registered trademark of Oracle and/or its affiliates. Microsoft®, Windows®, Windows NT®, and Windows® XP are U.S registered trademarks of Microsoft Corporation. Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

 $\mathsf{UNIX}\ensuremath{\mathbb{R}}$  is a registered trademark of The Open Group.

### **Documentation Updates**

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: https://softwaresupport.hp.com/group/softwaresupport/searchresult?keyword=.

This site requires an HP Passport account. If you do not have one, click the Create an account button on the HP Passport Sign in page.

#### Support

Visit the HP Software Support web site at: https://softwaresupport.hp.com

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software Support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to https://softwaresupport.hp.com and click Register.

To find more information about access levels, go to: https://softwaresupport.hp.com/web/softwaresupport/access-levels

#### HP Software Solutions & Integrations and Best Practices

Visit HP Software Solutions Now at https://h20230.www2.hp.com/sc/solutions/index.jsp to explore how the products in the HP Software catalog work together, exchange information, and solve business needs.

Visit the Cross Portfolio Best Practices Library at https://hpln.hp.com/group/best-practices-hpsw to access a wide variety of best practice documents and materials.

### Contents

Chapter 1: Introduction	5
Scope and Motivation	5
Why Use BPM?	5
Chapter 2: Installing BPM	6
Chapter 3: Connecting BPM to BSM	13
Chapter 4: Creating Scripts in TruClient and Defining Transactions	15
Chapter 5: Creating Business Applications	21
Chapter 6: Configuring Alerts	25
Chapter 7: Configuring Transaction Thresholds	30
Chapter 8: Viewing Data in BSM	
Viewing Data in Service Health	32
Viewing Data in BPM Performance Over Time Report	32
Viewing Data in Scheduled Reports	33
Chapter 9: BPM Report Recommendation	
Send Documentation Feedback	42

### **Chapter 1: Introduction**

This section introduces the Getting Started With BPM - Best Practices and includes the following topics:

- "Scope and Motivation" below
- "Why Use BPM?" below

### Scope and Motivation

Business Process Monitor (BPM) is one of the HP Business Service Management (Business Service Management) data collectors. BPM 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.

The purpose of this document is to provide BPM users with an understanding of how to deploy BPM quickly and correctly, and how to realize value in a short time.

The target audience for this guide is customers who are new implementers of BPM, or HP partners who already have Business Service Management (Business Service Management) knowledge, but are new to BPM. While no deep networking/encryption knowledge is needed, you will need to know the protocol and encryption used by the monitored application.

### Why Use BPM?

BPM should be used to gather data during inactive hours of the users, so you will be able to detect problems before a real user encounters them. In addition, BPM is the basic monitor for building SLAs, because it has the same transaction monitored at the same time intervals.

### Chapter 2: Installing BPM

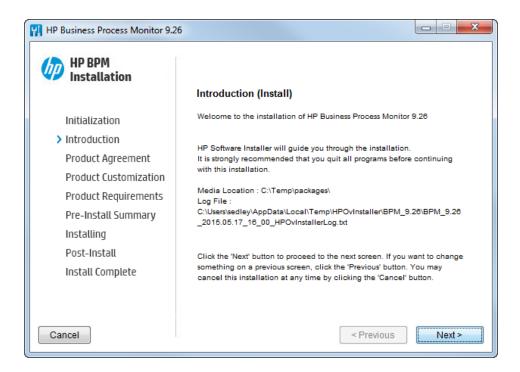
The following provides instructions for installing BPM.

Before beginning the installation, verify that you have Java version 1.7 or above installed on your computer. If not, download the most recent Java version from the Java website.

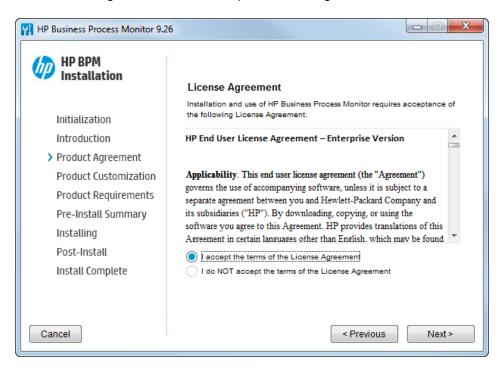
- Download your BPM from the HP Software Support Online web site (http://www.hp.com/go/hpsoftwaresupport). Go to Software Support Online > Downloads > Software Patches and select Application Performance Management as the product. For each version, check for Business Process Monitor as a sub-product.
- 2. Save the file under: C:\Temp.
- 3. Click the executable installation file: **BPM\_9.26\_setup.exe**. The BPM Setup wizard appears.
- 4. In the first screen, select your language and click OK.



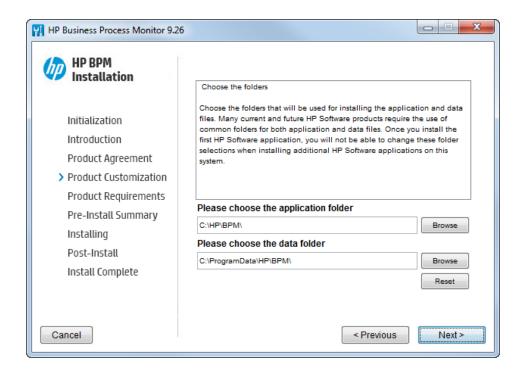
5. In the Introduction screen, read the introduction text and click Next.



6. In the Product Agreement screen, accept the license agreement and click Next.



7. In the Product Customization screen, accept the defaults folders or browse to and select the application and data folders and click **Next**.



- 8. In the Product Requirements screen, verify that there is enough disk space for the installation and click **Next**.
- 9. In the Pre-Install Summary screen, verify that the application and data folder paths are correct and click **Install**.

🙀 HP Business Process Monitor 9.2	6
Installation	Pre-Install Summary
Initialization Introduction Product Agreement Product Customization Product Requirements > Pre-Install Summary Installing Post-Install	<ul> <li>₩ HP Business Process Monitor 9.26</li> <li>➡ ➡ HP BPM (Install)</li> <li>HP Business Process Monitor 9.26 Application folder : C:\HP\BPM\</li> </ul>
Install Complete	Data folder : C:\ProgramData\HP\BPM\ Please dick on Install button to continue. < Previous Install

#### The Installing screen appears.

HP Business Process Monitor 9.26	
Installation	Summary Details
Initialization Introduction Product Agreement Product Customization Product Requirements Pre-Install Summary	HP Business Process Monitor
<ul> <li>Installing</li> <li>Post-Install</li> <li>Install Complete</li> </ul>	Executing initialize action : Parsing configuration files
Cancel	Previous

The BPM Configuration wizard is automatically launched after the setup program installed the BPM application.

10. In the Run as User screen of the BPM Configuration Wizard, configure the BPM 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.)

Run as User	Run as User
Server Authentication	You can run HP Business Process Monitor data collection as a root user, or as a specific user. Running it as a specific user enables the data collection process to access resources, settings, and applications not available to the root user.
Instance Definition	Run as system user
Preview	O Run as specific user
Finish	User Name:
	Password.
	Domain:

11. In the Server Authentication screen, select **Use basic authentication** and enter your BSM user name and password in case your Business Service Management gateway access is protected by user name

HP Business Proces	ss Monitor Configuration Wizard
Run as User	Server Authentication
Run as User Server Authentication Instance Definition Preview Finish	Server Authentication Specify server authentication One seaic authentication User name: Password:
2	< Back Next > Core Help

12. In the Instance Definition screen, select **Define Instance** and type your BSM details. The Location name is used for script assignment, so give it a meaningful name (for example, New

#### York, Office).

HP Business Proces	ss Monitor Configuration Wizard	×
Run as User	Instance Definition	
Server Authentication	Define a default instance for the Business Process Monitor	
Instance Definition	Skip Instance Definition     Define Instance	
Preview		
Finish	Display name: NewYorkOffice	
	Gateway Server URL: http://myBSM/bsm	
	Location name: New York, Office	
	Host name: host1	
	Job poll interval (minutes): 2	
	Time poll interval (minutes): 60	
	Additional Instance Settings	
<b>3</b>	< Back	Next > Close Help

13. When the Finish screen appears, click **Close**.

HP Business Process	s Monitor Configuration Wizard
Run as User	Finish
Server	Configuration Wizard Status
Authentication Instance	The Configuration wizard settings were successfully set
Definition	
Preview	
Finish	
2	<back close="" help<="" next="" th=""></back>

14. In Windows, select Start > Programs > HP Business Process Monitor > Business Process Monitor Admin (or in an internet browser, access http://localhost:2696/).

HP Business Process Monitor
👶 Business Process Monitor Admin
🖏 Start Business Process Monitor Service
🗟 Stop Business Process Monitor Service
] Documentation

15. Verify that your instance connected successfully by checking the Health value in the General Information page.

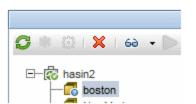
(-) (		¢ د ۲۵ − ۵
Business Service Management - Business Process Ma	onitor Admin	
Tools - Help -		
	Instance: NewYork	
😂 🕸 🖄 I 🗙 I 68 🗸 🗁 🖹 🕹 I 👉 📋	General Information	
⊟_ॡ hasin2	Display name:	NewYork
	Health:	ок
	Last update configuration request	Oct 29, 2013 4:34:59 PM
	Last configuration update	n/a
	Instance ID:	Site2
	Run Units	
		and business transaction flows for which individual schedules are configured. low that is part of an active application is considered to have its own schedule.)
	Туре	Run Unit Name Li

### Chapter 3: Connecting BPM to BSM

- 1. From your internet browser, access http://localhost:2696/. The BPM application appears.
- 2. Click the create new instance button 🐱. The Create New Instance Wizard appears.
- In the Define Identification Parameters screen, define the identification parameters for the new instance. All fields are mandatory. Make sure you can access the Fateway Server URL from the BPM machine. The Location name is used for script assignment, so give it a meaningful name (for example, Boston, Office).

🛓 Create New Instance	e on hasin2.emea.hpqcorp.net Wiz	izard
Define	Define Identification	Parameters
Identification Parameters	Define the Identification parameter	rs for the new instance
Run Instance As User	Display name: *	
Proxy Connection	Gateway Server URL: *	
Settings	Host name: *	hasin2
Security Settings	Location name: *	
	Job poll interval (minutes): *	2
	Time poll interval (minutes): *	60
		< Back Next > Finish Cancel

- 4. Click Finish.
- 5. Refresh your browser and verify that BPM successfully connected to your BSM.



6. If your Gateway Server URL is not accessible from your BPM machine, or if you need a proxy, an error message appears. If this occurs, click the **Configuration** tab, reconfigure the details, and click **Save**.

ols ▼ <u>H</u> elp ▼				
	Browse Search	Instance: boston		
🍹 🗮 😫   🗙   😝 👻 📄 🖡	<del>ن</del> ک	Business Service Managemen	nt Registration Properties	
E – to hasin2 boston NewYork		Display name:     Gateway Server URL:     Host name:     Job poll interval (minutes):     Time poll interval (minutes):     Run as a Specific User	t Registration Properties boston http://mysbam/topaz host2 2 60 Jser can not be defined when whole agen	] ] ] t runs as user
		Domain: Security Settings Proxy Settings		

If you successfully connected, the following status appears.

🕼 Business Service Management - Business Process Monitor Admin					
Tools - <u>H</u> elp -		•			
Browse Search	Instance: boston				
💋 熱 巻:🗶: ө 🔹 🔊 🔺 🖪 晶:ひ 📋	General Information				
⊟–ॡ hasin2 ⊢————————————————————————————————————	Display name:	boston			
RewYork	Health:	ок			

# Chapter 4: Creating Scripts in TruClient and Defining Transactions

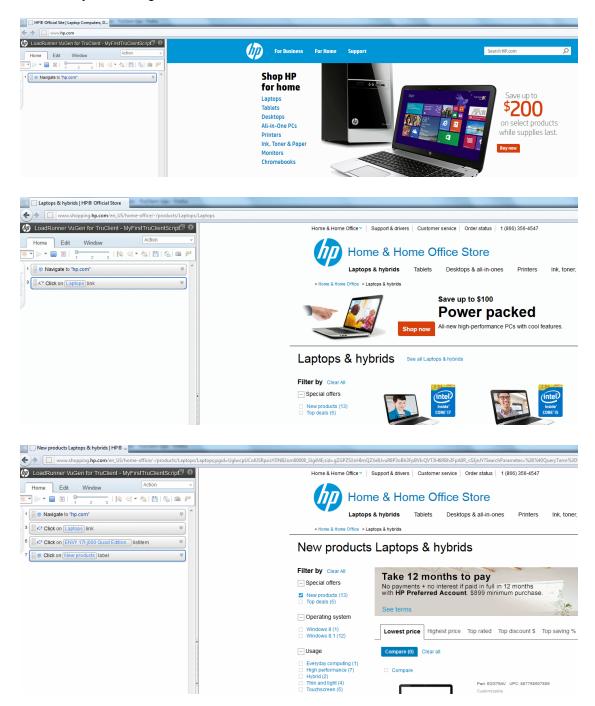
**Note:** If you are using script services from other team members or companies, you can download the Business Process Template for BPM Scripting Requests from the HP Software Support site (http://www.hp.com/go/hpsoftwaresupport) to define your script requirements.

- 1. Download and install VuGen.
- 2. Click File > New Script and Solution.
- 3. Select the relevant protocol. For a web application , select TruClient Ajax Firefox.

Create a New Script			? ×
Category:	Protocol:	Filter:	
<ul> <li>VuGen</li> <li>Single Protocol</li> <li>Multiple Protocols</li> <li>Mobile</li> <li>Popular</li> <li>Recent</li> </ul>	<ul> <li>POP3 (Post Office Protocol)</li> <li>POP3 (Remote Desktop Protocol)</li> <li>RTE (Remote Terminal Emulator)</li> <li>SAP - Click and Script</li> <li>SAP - Web</li> <li>SAP GUI</li> <li>Siebel - Web</li> </ul>	<ul> <li>Silverlight</li> <li>SMP (SAP Mobile Platform)</li> <li>SMTP (Simple Mail Protocol)</li> <li>TruClient - Mobile Web</li> <li>TruClient - Native Mobile</li> <li>TruClient - Web</li> <li>Web - HTTP/HTML</li> </ul>	<ul> <li>Web Services</li> <li>Windows Sockets</li> </ul>
Script Name: TruClie Location: C:\Use	An advanced protocol for modern JavaScript I Scripts are developed interactively in web bro ent4 rs\hasin\Documents\VuGen\Scripts	wser.	tivity within a web browser.
Solution Name: Enter a Solution Target: Protocol Advisor	solution name or leave blank to create an unti	tled solution	Create folder for solution
			Create Cancel

4. Select a browser and then click the Develop Script button evelop Script to start your recording. A browser window appears.

- 5. Click the circle button to start your recording.
- 6. In the Firefox address bar, type the address of your web application. Each action you perform is indicated by a recording event in the TruClient add-in.



7. After you finish recording your business transaction, open the Transaction Editor, and wrap the

relevant action in the transaction name. Make sure that you define a start point and end point for each transaction, and click **Apply**.

Transactions	Properties	S
+ ×		
Navigate to HP Laptops	General	
(	Name:	Laptops
	Start Point	t
	Step:	3. Action:Click on Laptops link
	Event:	Action started -
	End Point	
	Step:	3. Action:Click on Laptops link
	Event:	After step ended 🗸
		Close
www.shopping.hp.com/en_US/home-office/-/	entScrip 🗗 🛛	CoKISRpsisYDN82om00008_SIgiME;sid=gZGPZSXnHImQZXeUvuR8P3oBh3FpBVI/QVT3H6RBh3FpA0R_vS3jnUY?SearchParameter
www.shopping.hp.com/en_US/home-office/-/	entScrip 🗗 🥹	CoKISRpsisYDN82om00008_SIgiME;sid=gZGPZSXnHImQZXeUvuR8P3oBh3FpBVI/QVT3H6RBh3FpA0R_vS3jnUY?SearchParameter
www.shopping.hp.com/en_US/home-office/-/ oadRunner VUGen for TruClent = MyFirstTruCli me Edit Window Action	entScrip 🗗 🥹	CoKISRpsisYDN82cm00008_SligiME;sid=gZGPZSX:nHImQZXeUvuR6P3c8h3Fp8Vk-QVT3H6R8h3FpA0R_vS3jnVYSearchParameter Home & Home Office ~   Support & drivers   Customer service   Order status   1 (866) 35
www.shopping.hp.com/en_US/home-office/-/         oadRunner VuGen for TruClient = MyFirstTruCli         ime       Edit       Window       Action         > ●       ■       1       2       1       %       1         [%] Start Transaction My First Transaction       ●       Navigate to "hp.com"       ■	entScrip 🗗 🥹	CoKISRpsisYDN82cm00008_SligiME;sid=gZGPZSX:nHImQZXeUvuR6P3c8h3Fp8Vk-QVT3H6R8h3FpA0R_vS3jnVYSearchParameter Home & Home Office ~   Support & drivers   Customer service   Order status   1 (866) 35
oadRunner VUGen for TruClient - MyFirstTruCli me Edit Window Action > → ■ ■   1 2 3   1 9 9 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	entScrip 🗖 😧	CoKISRpsisYDN82cm00008_SlgiME;sid=gZGPZSXnHimQZXeU/vuR6P3c8N3Fp8V/vQVT3H6R8h3FpAOR_vS3jn/Y7SearchParameter Home & Home Office >   Support & drivers   Customer service   Order status   1 (886) 35 Home & Home Office Store Laptops & hybrids Tablets Desktops & all-in-ones Pr
www.shopping.hp.com/en_US/home-office/-/         oadRunner VuGen for TruClient = MyFirstTruCli         ime       Edit       Window       Action         > •       Image: TruClient = MyFirstTruCli       Image: TruClient = MyFirstTruCli           •       Image: TruClient = MyFirstTruCli       Image: TruClient = MyFirstTruClient = MyFirstTruClient           •       Image: TruClient = MyFirstTruClient = MyFirstTruClient       Image: TruClient = MyFirstTruclient           •       Image: TruClient = MyFirstTruclient       Image: TruClient = MyFirstTruclient           •       Image: Truclient = MyFirstTruclient       Image: Truclient = MyFirstTruclient           •       Navigate to "hp.com"       Image: Truclient = MyFirstTrunsaction	entScrip	CoKUSRppisYDN82cm00008_SlgiME;sid=gZGPZSXnHImQ2XelUvu86P3c8h3FpBV/LQVT3H6R8h3FpA0R_vS3jn/Y7SearchParameter Home & Home Office

8. In the Transaction Editor, click the plus icon to add more transactions.

Transaction Editor		×
Transactions	Properties	3
Add a new transaction Navigate to HP A Transaction 2	General	Laptops
	Start Point	
	🔺 The tra	ansaction does not have a start point
	Step:	Select a step 👻
	Event:	
	End Point	
	🔺 The tra	ansaction does not have an end point
	Step:	Select a step 👻
	Event:	
	L	Close

9. After defining your transactions, save your script.

S New products Laptops & hybrids   HP®	SM99109
www.shopping.hp.com/en_US/home-office/-/products/Laptops/Laptops;pgid=UglwcpUCoKJ	SRpxisYDNB2om00008_SJgiME;sid=gZGPZ
IoadRunner VuGen for TruClient - MyFirstTruClientScrip	Home & Home O
Home Edit Window Action -	
Start Transaction:Navigate to HP	
1 (♥ Navigate to "hp.com" ⊗	> Home & Home O
End Transaction:Navigate to HP	Newpred
Start Transaction:Laptops	New prod
3 Click on Laptops link	Filter by Clear All
End Transaction:Laptops	- Special offers
5 Click on ENVY 17t j000 Quad Edition) listitem	New products (13)
7 Vick on New products label	Top deals (5)
9 Click on (Home & Home OfficeSupport)	<ul> <li>Operating system</li> </ul>
Ī	<ul> <li>Windows 8 (1)</li> <li>Windows 8.1 (12)</li> </ul>
	– Usage
4	<ul> <li>Everyday computing</li> <li>High performance (</li> <li>Hybrid (2)</li> <li>Thin and light (4)</li> <li>Touchscreen (5)</li> </ul>
	- Processor
	□ AMD (2) □ Intel (11)
	- Screen Size

- 10. Close the Firefox window.
- 11. In the Vugen Editor, select File > Manage Zip Files > Export Zip Files to export your script to a zip file.

🕄 MyF	irstTr	ruClientScript - HP Virtual User Gen	erator - TruClient	Ajax - Firefox
0	File	e – Edit – View – Sear	rch – Design	- Record - Replay - ALM -
Solutic	* *	New Script and Solution Open Add Close Save Script	Ctrl+N Ctrl+S	Script  Cefai Cefa
	P) F6 P)	Save Script As Save All Scripts Save Solution As	Ctrl+Shift+S	The Script-View you see her For creating, viewing, modi
	G	Reload file	Ctrl+Shift+U	the "Develop Script" button at the left. Starting Fire
		Print Print Preview	Ctrl+P	the current script as-is, w
		User-Defined Templates		***************************************
		Manage Zip Files		🖢 👰 Import from Zip File
	:=+	Recent Scripts and Solutions		Export to Zip File
	×	Exit		Edit Script in Zip File

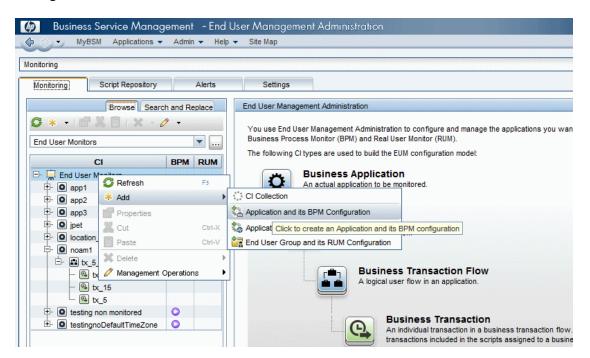
12. To be able to view and edit the script, select **All files** , and click **OK**.

Export to z	ip	? ×
Script folder:	C:\Users\hasin\Documents\VuGen\Scripts\MyFi	
Export to:	C:\MyFirstTruClientScript.zip	
Files to zip:	Runtime files	
	○ All files	
	OK Car	ncel

13. Since the script size can be huge, export another copy of the script and select **Runtime only** and upload this copy to Business Service Management.

### Chapter 5: Creating Business Applications

- 1. Select Admin > End User Administration > Monitoring.
- 2. Right-click End User Management (default view) and select Add > Application and its BPM Configuration.



3. In the Default Transaction Settings screen, define your transaction settings for performance monitoring.

**Note:** You can wait to define these settings after you determine your application's expected behavior.

Add Application and	d its Business Process Monitor Configuration
Application Properties	Default Transaction Settings Enter the default threshold settings for the application
Default Transaction Settings	Default Transaction Thresholds
Set Transaction Monitor Scripts	* OK : Less than 8.0 sec.
Application Data Collectors Set Transaction Thresholds	Minor:         Between         8.0 - 12.0         sec.           * Critical:         Greater than         12.0         sec.           * Outlier:         Greater than         14.0         sec.
Define Script Parameters Values Preview	* Availability: 90.0 %
Finish	Ignore Outlier values       Default Transaction Breakdown
	Enable breakdown Report additional error information Perform component breakdown Enable Diagnostics / TV breakdown Enable Siebel breakdown Enable SOA breakdown
đ/	< Back Next > Finish Cancel Help

4. In the Set Transaction Monitor Scripts screen, click **Script Repository** to view the scripts in the repository.

Application Properties Default Transaction Settings	Set Transaction Monitor Scripts Define the application transaction monitor scripts  © Create a Business Transaction Flow CI for each script  C Group all scripts under one Business Transaction Flow CI named:	
Set Transaction Monitor Scripts	Business Transaction Flows status:      O Inactive	
Application Data Collectors Set Transaction	Preview	
Thresholds Define Script Parameters Values Preview Finish	To manage scripts go to the <u>Script Repository</u> Available Scripts Browse Search	Selected Scripts

5. To select a script, double-click the script in the Available Scripts tree.

Application Properties	Set Transaction Monitor Scripts	
Default Transaction Settings	Define the application transaction monitor scripts  © Create a Business Transaction Flow CI for each script  C Group all scripts under one Business Transaction Flow CI named:	
Set Transaction Monitor Scripts	Business Transaction Flows status:   Active  Inactive	
Application Data Collectors	Preview	
Set Transaction Thresholds	To manage scripts go to the Script Repository	
Define Script	Available Scripts Browse Search	Selected Scripts
	*	A 😓 I 🗊 😭
Parameters /alues P <b>review</b>	E Root	Name V Script Repository Path

- 6. In the Application Data Collectors screen, click \*\*.
- 7. In the Add Data Collectors screen, assign the data collectors to a location.

	Available Data Collectors		Selected Data Collectors	
Host			Host	Location
nasin1	noam1 location	host1		New York, Office
MYDVM0832_1	Hawaii	host2		Boston, Office
SCDAM011	Paris			
SCDAM011_1	Paris			
		>		
		3		
		<b>(</b>		

8. In the Application Data Collectors screen, edit the schedule for each location, or leave the default value (every 15 minutes).

roperties	Application Data Collect	ollectors that monitor the Application. These monito	rs will automatically be assigned to monitor the a	unication's business transaction flows	
efault ransaction	* 🖉 🛛 🗙				
ettings	Host	Location	Version	Schedules	Business Transaction F
et Transaction onitor Scripts					
pplication Data	host1	New York, Office	9.23	Every 15 minutes, all week, all hours	MyFirstTruClientScript
collectors	host2	Boston, Office	9.23	Every 15 minutes, all week, all hours	MyFirstTruClientScript
Define Script Parameters /alues <b>Preview</b>					
nish					

- 9. After reviewing your settings, click Finish and your script will start to run. I can take up to 20 minutes to see the first data point, depending on BPM's scheduled jobs.
- 10. Please continue from here with our setting started to see how to view BPM data in BSM.

### Chapter 6: Configuring Alerts

1. In the **Monitoring** tab, select your application.

		Constant Constant Const	Browse Sea	arch and Re	place
3 * • 🗈	🕈 👗 📋   🗙 🛛 🧷 🗸				
End User Mon	itors				<b>•</b>
		CI		BPM	RUM
🗄 🚊 End Us	ser Monitors				
🕂 🖸 Inte	rnal_bac_monitoring			0	
🕂 🖸 test	1			0	
🕂 🔲 test	111			0	
🗄 🔲 test	RC				

2. Click the **Alerts** tab in the right pane.

<		
onitor Alerts Location Offs	ess Monitor Real User	CI Properties Business Proc
	Actions	Clear Alert
Notification Frequence	Actions	Clear Alert
	Actions	Clear Alert

3. Click the Trigger Condition tab.

\delta New BPM Tra	ansaction Alert	-		A suprana they been
Alert name: *	App Availability	User message:		
CI:	Internal bac monitoring	_		
Severity:	V Major	1		
Status:	Active     Inactive			
Trigger Cond	ition Filters Actions Advanced S	Gettings		
Event-Bas	sed Triggers			
Transacti				
	ions response time			
	ions response time relative to configured th	resholds		
O Time-Bas				
Availabilit	y ions response time for specified percentage			
	ions response time relative to configured th		taga of transactions	
	transaction response time	reshold for specified percer	lage of transactions	
-	above trigger conditions are met			
<ul> <li>All of the ab</li> </ul>	ove trigger conditions are met			
Data Groupi	ng			
Group data	by the specified criteria			
	_		000	0 0
Definition Deta	ails			
Trigger Co	ondition			
	alert if transactions fail			
-	ger conditions occur at least 3 times out of	5		
	n Frequency rt for every triggered occurrence			
Send ale	n for every triggered occurrence			

4. In the **Alert name** field, type a meaningful name for the alert. In Outlook, you will be able to filter your alerts by this name.

**Note:** The contents of the **Severity** field is for internal use. The trigger criteria is set according to the number of locations you have, and the frequency of the monitor runs. If you have four locations around the word, and if two subsequent runs fail, then a real problem alert is indicated and false alerts are ignored.

5. Click the Filters tab.

約 New BPM Tra	ansaction Alert	
Alert name: *	App Availability User mes	ssage:
CI:	Internal_bac_monitoring	-
Severity:	W Major	
-		
Status:	Active      Inactive	
Trigger Cond	ition Filters Actions Advanced Settings	
Filter By:		
Transaction	ns	
Locations		
Mobile Devi	ices	
	1	00001
Definition Deta	allS	
Trigger Co		
	alert if transactions fail ger conditions occur <u>at least 3 times out of 5</u>	
Filter		
	alert to fail_trans -> fail_trans transactions	
Notificatio	n Frequency	
	rt for every triggered occurrence	
	rt for every triggered occurrence	

- 6. Select the relevant transactions by which to filter the alert.
- 7. Click the **Actions** tab.

🛓 New BPM Tra	nsaction Alert
Alert name: * CI: Severity: Status:	App Availability     User       Internal_bac_monitoring             Major              Active        Inactive
Trigger Condi Recipients Send to spe Event Crea Generate E External A Access UR Send SNMF	ecified recipients Ition vent <b>ctions</b> Ls
Run execut	able file

- 8. Select the Send to specified recipients option.
- 9. Click the **Advanced Settings** tab.
- 10. To send an alert when the trigger condition clears, click the **Send clear (follow up) alert notification** option.

多 New BPM Transaction Alert	P. LT Constanting
Alert name: * App Availability User message:	
, who is a manuficial second sec	
CI: Internal_bac_monitoring	
Severity: 🛛 🐨 Major	
Status: <ul> <li>Active</li> <li>Inactive</li> </ul>	
Trigger Condition Filters Actions Advanced Settings	
Send clear (follow up) alert notification	
Override the original executable file when the clear alert is sent	
Dependencies	
Make alerts dependents of current alert	
Notification Frequency	
Send alert for every triggered occurrence	
O Send no more than one alert for every 30 minute(s)	
O Send no more than one alert as long as the conditions that triggered the alert continu	ie to exist

11. To limit the number of alerts that are sent, click the **Send no more than one alert for every** option and enter the time period.

Dependencies
Make alerts dependents of current alert
Notification Frequency
Send alert for every triggered occurrence
Send no more than one alert for every 30 minute(s)
$\bigcirc$ Send no more than one alert as long as the conditions that triggered the alert continue to exist

### Chapter 7: Configuring Transaction Thresholds

In BSM there are three methods for setting performance transaction thresholds:

- Manual Provides full control of the transaction thresholds
- Semi-automatic Utilizes the Calculate Suggested Thresholds tool which provides static thresholds based on a specific time period.

ulate Su	iggested Thi	resholds					
	data and fam					han a bhaild a bhu	
	date and forr this action mig	_	-		e suggested t	nresnoids by	
Starting		,					
••	•		Dece	mber 2013			• •
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
49	1	2	3	4	5	6	7
50	8	9	10	11	12	13	14
51	15	16	17	18	19	20	21
52	22	23	24	25	26	27	28
1	29	30	31	1	2	3	4
2	5	6	7	8	9	10	11
Formula	a Settings						
<u>O</u> K fo	rmula is	1 <del>‡</del> <u>ț</u> ir	mes the ave	rage plus	2 🔹 tin	nes the stand	ard deviation
<u>C</u> ritica	al formula is	1 🌻 tị	mes the ave	rage plus	3 🌲 tin	nes the stand	ard deviation
3⁄1					ок	Cancel	Не

#### • Automatic – Provides automatic threshold baselines

In order to get accurate results, take into account that each location has different thresholds. You can set a different threshold for each transaction location.

To create threshold baselines for Business Process Monitor, you first need to activate a general key to enable this feature. Then you adapt the thresholds for each application. We recommend that you create the thresholds one at a time in order to ensure that the results are accurate. You can then add the results to your best practices.

For more information, see the Business Process Monitor Administration Guide which is available for download from the HP Software Support site: http://support.openview.hp.com/selfsolve/manuals.

### Chapter 8: Viewing Data in BSM

You can view your monitored application data by accessing the 360° View in System Health or by running the BPM Performance Over Time report.

### Viewing Data in Service Health

The BPM checks if there is a new configuration every 2 minutes. If you schedule your script to run an application every 15 minutes, the first data point arrives within 17 minutes.

If a script fails, a red icon 😂 appears near the relevant transaction CI, You need to fix the script, and upload it again.

- 1. In BSM, click Application > Service Health > 360° View.
- 2. In the Name column, click the application to expand it. The latest monitored data is displayed.

360° View 🗙 Top View 🗙 Topology Map 🗙 Custom Image 🗙 G 🛊 🖒 🖸 Select Page 💽 😰 🕃 🖄 🔝 🗇 🔝 📀									
Hierarchy									
End User Monitors 🔹 😨 🏸 🛛 😨 👘 Select a Filter 🛛 🔹 👘 👘 🔚 👘									
Name	Business	Status	Acknowledge	Application					
	Impact			Application Performance	Application Availability				
😑 End User Monitors	-	-	-	-	-				
🙆 Internal_bac_monitoring		8	•	0	٢				
_ □ 📳 fail_trans		8	•	0	8				
Gail_trans		8	•	0	8				

### Viewing Data in BPM Performance Over Time Report

You can view your data in the BPM Performance Over Time report. This is one of the most important reports for BPM monitoring. The BPM Performance Over Time report displays a flat view of the data for all your BPM applications and transactions.

- 1. In BSM, click Applications > Analysis Reports > BPM Performance Over Time.
- 2. In the Application Filter, select your application.

#### 3. Click Run.

	2/22/2013 05:55:12 PM-12/23/	2013 05:55	:12 PM (G	MT+02:00)	Jerusalerr	1																				
Performance Matrix																										
Group by: Transactions	×   📰 🗰																									
Transaction	Application	05:55	06:00	07:00	08:00	09:00	10:00	11:00	12:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	01:00	02:00	03:00	04:00	0
error_404	bpm app1	-	-	-	-	-	-	-	7	-	-	-	-	7	-	-	-	-	7	7	7	7	-	-	-	Γ,
	bpm app1	-	-	<b>F</b>	-	<b>F</b>	-	-	-	-	-	<b>F</b>	-	-	-	<b>F</b>	-	-	-	-	<b>F</b>	-	<b>F</b>	-	-	1
DuplicatedObjectsFrom2Folde	bpm app1	=	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	41
DuplicatedObjectsFrom2Sites	bpm app1	-	-		-	<b>F</b>	-	-	-	-	-	<b>F</b>	-	-	-	<b>F</b>	-	-	-	-		-	<b>F</b>	-	-	41
delay_2_sec	bpm app1	=	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	41
delay_4_sec	bpm app1	<b>F</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	
Delay_6_sec	bpm app1	-	-	-	-	=	-	-	-	-	-	-	-	-	-	=	-	-	-	-	-	-	=	-	1	4
Delay_8_sec	bpm app1	=	-	-	-	=	-	-	-	-	-	-	-	-	-	=	-	-	-	-	-	-	=	-	-	
Delay_10_sec	bpm app1	=	-	=	-	=	=	-	-	-	-	=	-	=	-	=	-	=	=	-	1	-	=	-	=	4
x1	bpm app1																									
×2	bpm app1																									6
x3	bpm app1																									1
x4	bpm app1																									
6	bpm app1																									
x6	bpm app1																									
x7	bpm app1																									
×8	bpm app1																									
x9	bpm app1																									
×10	bpm app1																									
x11	bpm app1																									4
nercury.com	bpm app1		=	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	Π.
nercury	bpm app1		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
mercupy	hom ann1		-	-	-	-	-	-	-	-		-		-	-		-	-	-	-	-	-	-	-	-	4

4. To verify that all your BPMs are reporting, in the **Group by** field, select **Location**. The report displays our BPM data and you can determine if all you BPMs are reporting data as expected.

PM Performance Over Time 12/22/2013 05 59 21 PM-12/23/2013 05 59 21 PM (GMT+02 00) Jerusalem													
K 🗇 🕫 🖗 Run 🔁 + 🚴 + 🖗 🕺													
View: Past day View: 12/22/13 5:59 PM To: 12/23/13 5:59 PM (GMT+02:00) 🗇 🗭 F	View: [Past day V From: 12/22/13 5:59 PM To: 12/22/13 5:59 PM (GMT=02:00) 💿 💿 Every: [2 V   Hour(s) V   Set as default period												
Applications: Filtered													
Active Filters: None (Restore Default Settings)	Active Filters, None (Restore Default Settings)												
Performance Matrix													
Group by: Locations													
Location	05:59	06:00	08:00	10:00	12:00	02:00	04:00	06:00	08:00	10:00	12:00	02:00	04:00
Argentina	1	F	F	F	F	F	F	F	F	F	F	F	=

 To view an advanced report that summarizes all data collection problems, in BSM, click Applications > Utilities > BPM Self Monitoring. The BPM Self Monitoring report displays valuable information about your BPM health based on the data that is expected to arrive.

Status Reports Analysis Reports Utilities	Alerts Production A	nalysis Business Proc	ess Recognition Mobil	e Reports		
BPM Self Monitoring (*New) 12/22/2013 06:02:57 PM-12/23/2	013 06:02:57 PM (GMT+02:00) Jerusal	em				
🏹 🔅 - 🎕 🏹 💽 Run 🔁 - 🗛 - 🦻 🗛 -						
BPM Self Monitoring						
Business Transaction Flows	Script Error Samples	Downtime Samples	Successful Samples	Expected Samples	Analysis	
Argentina (Location) *	2,145	0	0	2,443	11% of expected samples are missing, 99% of received samples contain errors	
- Word Press New (Application)	2,145	0	0	2,157		
mobileapp (BTF)	2,145	0	0	2,157		
badResponseTXs (Transaction)	719	0	0	719	100% of received samples contain errors	
unavailableTXs (Transaction)	719	0	0	719	100% of received samples contain errors	
successfulTXs (Transaction)	707	0	0		98% of received samples contain errors	
bpm app1 (Application)	0	0	0	286		
- D Mercury (BTF)	0	0	0	143		
mercury il (Transaction)	0	0	0	143	100% of expected samples are missing	
Lp Mercury1 (BTF)	0	0	0	143		
mercury II (Transaction)	0	0	0	143	100% of expected samples are missing	

### Viewing Data in Scheduled Reports

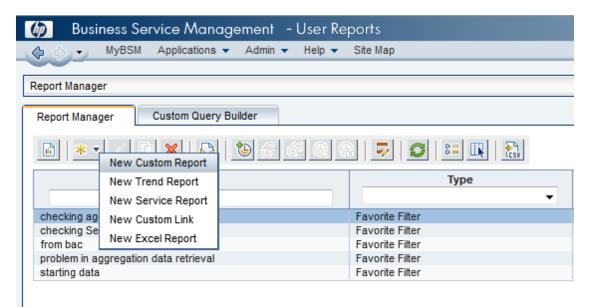
You can configure schedules to enable specified recipients to automatically receive reports, through email, at regularly defined intervals.

You can schedule Custom Reports, Trend Reports, and Service Reports defined in the Report Manager, or reports saved from the specific report page. You can also schedule Favorite Filter reports.

1. To create a scheduled report, click Applications > User Reports > Report Manager.

This page enables you to manage the contents of Report Manager and view, edit, and clone existing components, configure new user reports, email reports, and create a schedule for selected reports to run.

2. Click and select **New Custom Report** to create your first report using the built-in BSM reports.



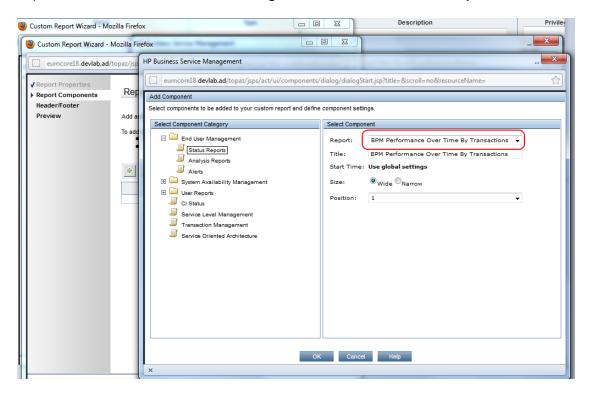
3. If you want to run this report in the background, select the **Refresh the report every** option and select the number of minutes.

Report Manager Custom	Report Manager Custom Query Builder										
🖹 🔭 🖉 🖬 🗙		G   🗾 😂   🚝 🔣   🔂									
실 Custom Report Wizard -	🕘 Custom Report Wizard - Mozilla Firefox										
eumcore18.devlab.ad/	eumcore18. <b>devlab.ad</b> /topaz/jsps/act/ui/components/dialog/dialogStart.jsp?title=undefined&scroll=1 😭										
<ul> <li>Report Properties</li> <li>Report Components</li> </ul>	Report Properties										
Header/Footer Preview		le of your custom report, enable automatic report e time period setting for the report components.									
	Page Title:	MyFirstBPMReport									
	Report Name:*	MyFirstBPMReport									
	Report Description										
	Automatic Generation:	<ul> <li>Do not generate the report automatically</li> <li>Refresh the report every 10 - minutes</li> </ul>									
	Time period:	Use global setting for all reports									
		$\bigcirc$ Use separate time period for each report									
	Vinsert a page break afte	r each component when printing the report									
	< Back	Next > Finish Cancel Help									
×											

- 4. Click Next.
- 5. In the **Report Components** page, click . The **Add Component** page appears.
- 6. All BPM report are located in the **End User Management** folder.

🗈 🙁 🔻 🖉 🖾 🗶 📗	🚨   🕲		
🕘 Custom Report Wizard - N	Aozilla Fire	fox Description	Privile
eumcore18.devlab.ad/t	opaz/jsp	HP Business Service Management	
<ul> <li>✓ Report Properties</li> <li>▶ Report Components</li> </ul>	Rep	eumcore18.devlab.ad/topaz/jsps/act/ui/components/dialog/dialogStart.jsp?title=&scroll=no&resourceName=	
Header/Footer Preview	Add a	Add Component Select components to be added to your custom report and define component settings.	
	To add	Select Component Category     Select Component       Image: Select Component     Please select component type from the left side.       Image: Service Component     Service Level Management       Image: Service Component     Service Level Management       Image: Service Component Management     Service Component Management       Image: Service Oriented Architecture     Service Component Management	
		OK Cancel Help X	

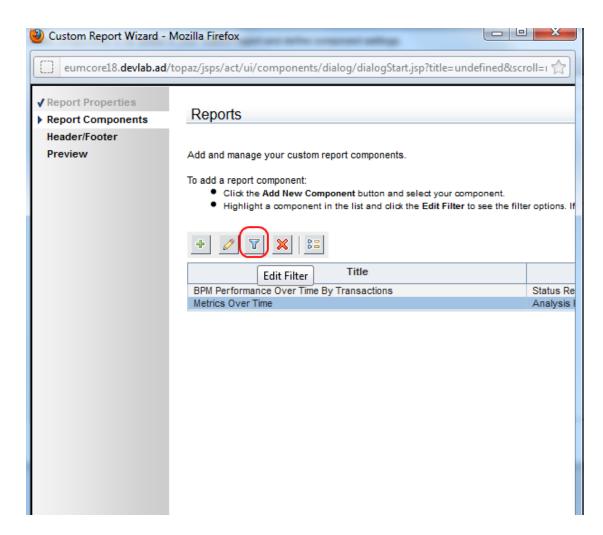
7. Expand the contents of the End User Management folder and click Status Reports.



- 8. From the **Report** drop down list, select **BPM Performance Overtime By Transaction**.
- 9. Click **OK**.
- 10. In the **Report Components** page, click . The **Add Component** page appears.
- 11. Under the End User Management folder, click Analysis Reports.
- 12. From the **Report** drop down list, select **Metrics Over Time** for a report that displays over time measurements.

Add Component Select components to be added to your custom report ar	define component settings.	
Select Component Category	Select Component          Report:       Metrics Over Time         Title:       Metrics Over Time         View as:       Graph         Start Time:       Use global settings         Size:       Image: Marrow         Position:       2	)

- 13. Click **OK**.
- 14. For each report, select the report and click the **Edit Filter** button.



15. Select the relevant application.

HP Business S	ervice Management
eumco	ore18. <b>devlab.ad</b> /topaz/jsps/act/ui/components/dia
Filters	
Metrics:	<ul> <li>Word Press New</li> <li>Synthetic Transaction Availability (%)</li> <li>Synthetic Transaction Response Time (sec.)</li> <li>Real Session Availability (%)</li> <li>Real Session Performance (%)</li> <li>None (Restore Default Settings)</li> </ul>
	onent: Moving Averages
Sub Comp	onent: General Layout
Group by:	

### Chapter 9: BPM Report Recommendation

Use the following reports for isolating problems:

#### Performance Over Time Report

You can view your application availability and performance in one report. You can select to view the data by transaction or by location over time. By clicking on a specific transaction or location, you can view the Error Log, Snapshot on Error, Transaction Breakdown, and Error vs Availability Over Timer in the same screen.

#### In BSM, select **Applications > End User Management > Analysis Reports > BPM Performance Over Time**.

I Course have X and X																									
Group by: Transaction	s 🗙 🔚 🔛																								
Tran	isaction	12:49	01:00	02:00	03:00	04:00 0	05:00 0	06:00 0	07:00 08:0	0 09:00	10:00	11:00	12:00 0	11:00 02:0	0 03:0	:00 04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	
sing_gif		=	-	-	=	-					-	-					-	-	-	-	-	-	-		
5				-	-		-	-								-		-				-			
dom_response_tx																									
5																									
OK OK	Minor More than 80% f		Critic	al		No I	Data		Doi:	wntime		Unki	nown		Less t	s than 20% fa	led .		to 40% fa	iled	F 40	0% to 60%	6 failed		
or Log																									
	Location		Er	rror Name	2									Error	r Message	je								Snaj	ishot
Time 26/2013 12:41 PM	Argentina		he request	ed link was	is not found				: Error -27995					at found	r Message	90								Snaj	ishot
Time 6/2013 12.41 PM 26/2013 12.31 PM	Argentina Argentina	Т	he request he request	ed link was ed link was	is not found is not found	Action1.c(	(25): Contin	inuing after	Error -27995:	Requested	link ("Text+In	mages (gif,t	imp,jpg)") no	ot found ot found	r Message	30								Snaj	ishot -
Time 6/2013 12.41 PM 6/2013 12.31 PM 6/2013 12.21 PM	Argentina Argentina Argentina	T T	he request he request he request	ed link was ed link was ed link was	is not found is not found is not found	Action1.c( Action1.c(	(25): Contin (25): Contin	inuing after inuing after	Error -27995 Error -27995	Requested Requested	link ("Text+In link ("Text=In	mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no	at found at found at found	r Message	30								Snaj	ishot - -
Time 68/2013 12:41 PM 69/2013 12:31 PM 69/2013 12:21 PM 69/2013 12:11 PM	Argentina Argentina Argentina Argentina	T T T	he request he request he request he request	ed link was ad link was ad link was ad link was	as not found as not found as not found as not found	Action1.c( Action1.c( Action1.c(	(25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995	Requested Requested Requested	link ("Text+in link ("Text=in link ("Text+in	mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found at found at found at found	r Message	je								Snaj	ishot - -
Time 86/2013 12:41 PM 85/2013 12:31 PM 85/2013 12:21 PM 85/2013 12:11 PM 85/2013 12:11 PM	Argentina Argentina Argentina Argentina Argentina	Т Т Т Т	he request he request he request he request he request	ed link was ted link was ted link was ted link was ted link was	as not found as not found as not found as not found as not found	Action1.c( Action1.c( Action1.c( Action1.c(	(25): Contin (25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested	link ("Text+In link ("Text=In link ("Text+In link ("Text=In	mages (gif,t mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found of found of found of found of found	r Message	je								Snaj	- - -
Time 86/2013 12:41 PM 86/2013 12:31 PM 86/2013 12:31 PM 86/2013 12:11 PM 86/2013 12:11 PM 86/2013 12:10 PM 86/2013 12:10 PM	Argentina Argentina Argentina Argentina Argentina Argentina	T T T T	he request he request he request he request he request he request	ed link was ad link was ad link was ad link was ad link was ad link was	as not found as not found as not found as not found as not found as not found	Action1.c( Action1.c( Action1.c( Action1.c( Action1.c( Action1.c(	(25): Contin (25): Contin (25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested	link ("Text+ln link ("Text=ln link ("Text+ln link ("Text=ln link ("Text=ln	mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	ot found of found of found of found of found of found of found	r Message	je								Snaj	
EI III III Time B6/2013 12.41 PM B6/2013 12.31 PM B6/2013 12.31 PM B6/2013 12.11 PM B6/2013 12.11 PM B6/2013 12.51 AM B6/2013 11.51 AM	Argentina Argentina Argentina Argentina Argentina Argentina	Т Т Т Т Т Т	he request he request he request he request he request he request he request	ed link was ted link was ted link was ted link was ted link was ted link was ted link was	is not found is not found is not found is not found is not found is not found is not found	Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c)	(25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested	link ("Text+ln link ("Text+ln link ("Text+ln link ("Text+ln link ("Text+ln link ("Text+ln	mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found at found at found at found at found at found at found at found	r Message	90								Snaj	
Time 852013 12:41 PM 85/2013 12:31 PM 85/2013 12:21 PM 85/2013 12:21 PM 85/2013 12:01 PM 85/2013 11:51 AM 85/2013 11:51 AM 85/2013 11:41 AM	Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina	T T T T T T	he request he request he request he request he request he request he request	ed link was ed link was	as not found as not found	Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c)	(25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested Requested	link ("Text+ln link ("Text=ln link ("Text+ln link ("Text+ln link ("Text+ln link ("Text+ln link ("Text+ln	mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t	(mp.jpg)") no (mp.jpg)") no (mp.jpg)") no (mp.jpg)") no (mp.jpg)") no (mp.jpg)") no	at found at found at found at found at found at found at found at found at found	r Message	90								Snaj	ishot - - - -
EXEMPT 121 AM EVENTS 1231 PM EVENTS 1231 PM	Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina	T T T T T T T	he request he request he request he request he request he request he request he request	ed link was ed link was	as not found as not found	Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c)	(25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested Requested Requested	link ("Text=In link ("Text=In link ("Text=In link ("Text=In link ("Text=In link ("Text=In link ("Text=In link ("Text=In	mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found of found	r Message	je								Snaj	- - - - -
Time 86/2013 12.41 PM 86/2013 12.41 PM 86/2013 12.21 PM 86/2013 12.21 PM 86/2013 12.01 PM 86/2013 11.51 AM 86/2013 11.51 AM 86/2013 11.31 AM 86/2013 11.21 AM	Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina	T T T T T T T T	he request he request he request he request he request he request he request he request he request	ed link was ed link was	is not found is not found	Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c)	(25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested Requested Requested Requested Requested	link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in	mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found of found	r Message	J0								Snaj	- - - - -
Time 28/2013 12:41 PM 86/2013 12:31 PM 86/2013 12:31 PM 86/2013 12:21 PM 86/2013 12:11 PM 86/2013 11:21 AM 86/2013 11:51 AM 86/2013 11:51 AM 86/2013 11:31 AM 86/2013 11:11 AM	Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina	T T T T T T T T T	he request he request he request he request he request he request he request he request he request he request	ed link was ed link was	is not found as not found	Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c)	(25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested Requested Requested Requested Requested Requested	link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in link ("Text+in	mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t mages (gif,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found at found	r Message	99								Snay	
Imme           26/2013 12:41 PM           26/2013 12:41 PM           26/2013 12:31 PM           26/2013 12:21 PM           26/2013 12:21 PM           26/2013 12:21 PM           26/2013 12:21 PM           26/2013 11:51 AM           26/2013 11:31 AM           26/2013 11:31 AM           26/2013 11:21 AM           26/2013 11:21 AM	Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina Argentina	T T T T T T T T T	he request he request	ed link was sed link was	as not found as not found	Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c) Action1.c( Action1.c)	(25): Contin (25): Contin	inuing after inuing after inuing after inuing after inuing after inuing after inuing after inuing after inuing after inuing after	Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995 Error -27995	Requested Requested Requested Requested Requested Requested Requested Requested Requested Requested Requested	link ("Text=in link ("Text=in	mages (gf,t mages (gf,t mages (gf,t mages (gf,t mages (gf,t mages (gf,t mages (gf,t mages (gf,t mages (gf,t mages (gf,t	imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no imp.jpg)") no	at found at found	r Message	90								Sna	ishot - - - - - - - -

#### Triage Report

Data in the Triage report is organized by transactions and locations, and includes a transaction breakdown component, as well as graphs showing error data. This report also includes information about the health of the transaction scripts running at the various locations (Script Health), as well as indicators for the health of the BPM data collectors.

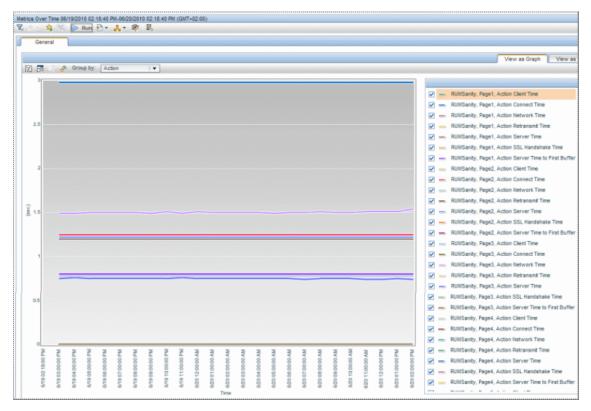
In BSM, select Applications > End User Management > Analysis Reports > Triage Report.

Transaction by Location	-1			
Triage Report 💣 🛐 🐴 🚼				
Transactions	Script Health	Lo	cations	
		Palo Alto	USA Floron Beach	
Collector Health		0	<b>O</b>	
Failed	©			
jpet_tx1	<b>O</b>			
tx_1_failed	<b>O</b>		-	
tx_2_failed	<b>O</b>			
tx_random	<b>O</b>	-	=	
tx_10	0			
tx_5	<b>O</b>			
Yellow	Ø			

#### Metrics Report

This report enables you to select one or more metrics for selected applications and to view their behavior over a period of time. By selecting multiple metrics, you can compare their behavior to discover possible correlations between them. You can also view data for up to four different time comparisons.

In BSM, select Applications > End User Management > Analysis Re	eports > Metrics Over
Time.	



### Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

#### Feedback on Getting Started With BPM - Best Practices (Business Service Management 9.26)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to Sw-doc@hp.com.

We appreciate your feedback!