

HP Business Service Management

Software Version: 9.26

Getting Started With BPM - Best Practices

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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

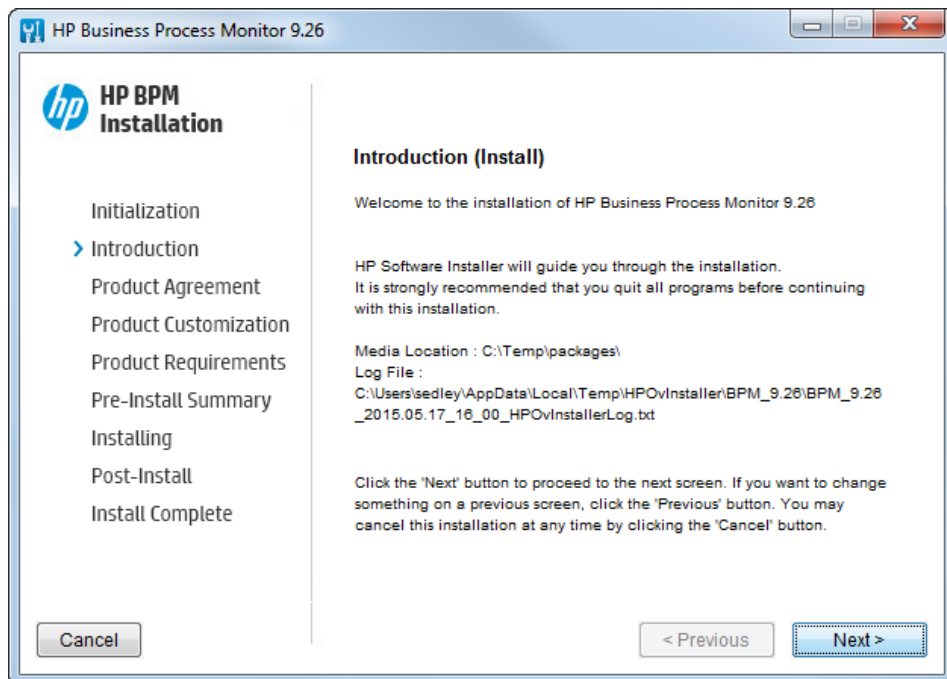
The following provides instructions for installing BPM.

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](#).

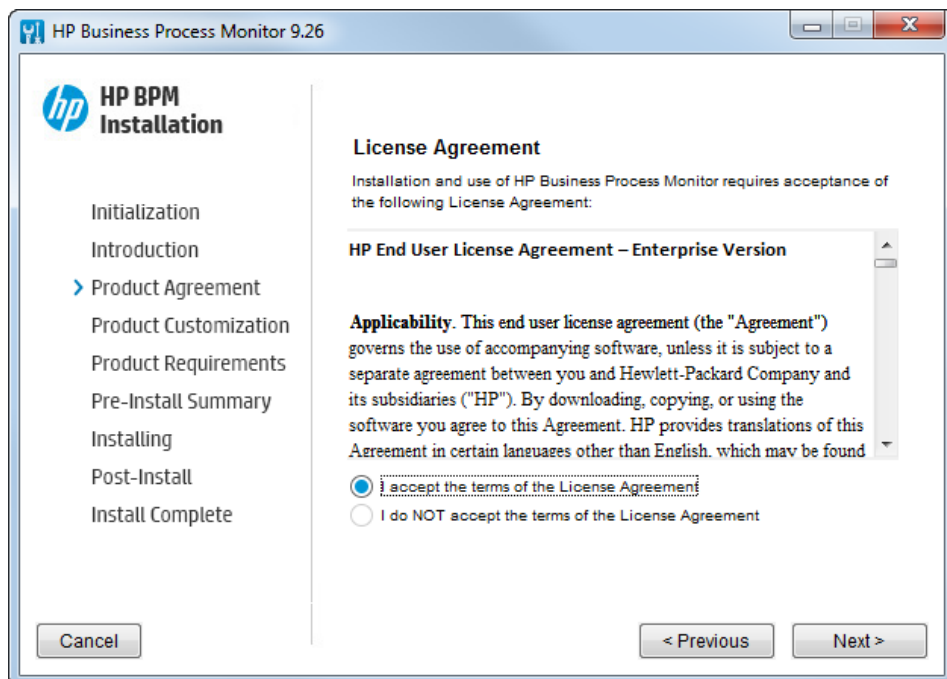
1. Download your BPM from the [HP Software Support Online](#) web site (<http://www.hp.com/go/hpsupportsupport>). Go to **Software Support Online > Downloads > Software Patches** and select **Application Performance Management** as the product. For each version, check for Business Process Monitor as 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**.



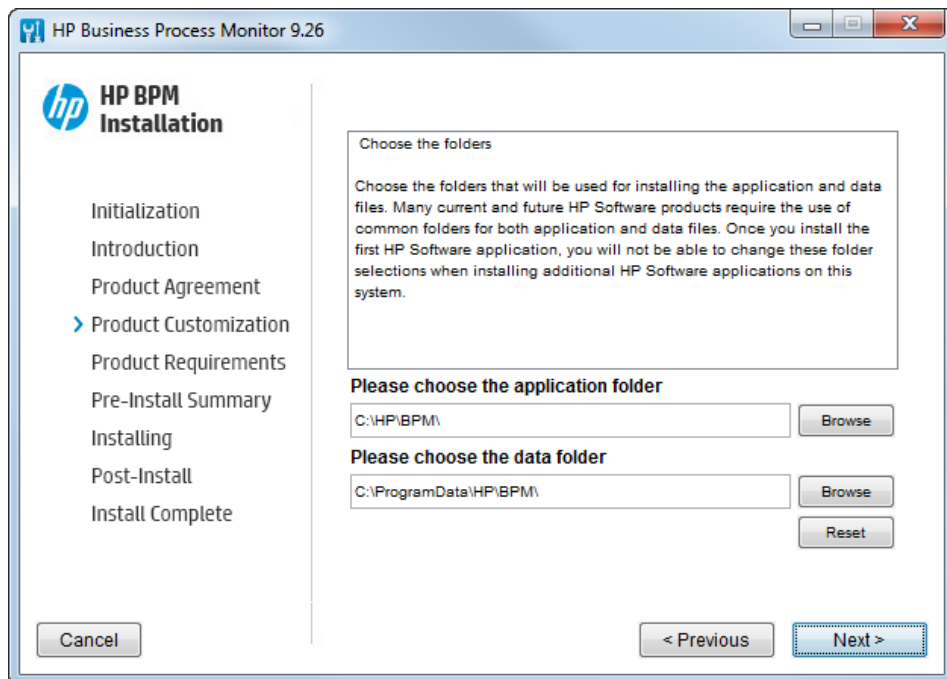
5. In the Introduction screen, read the introduction text and click **Next**.



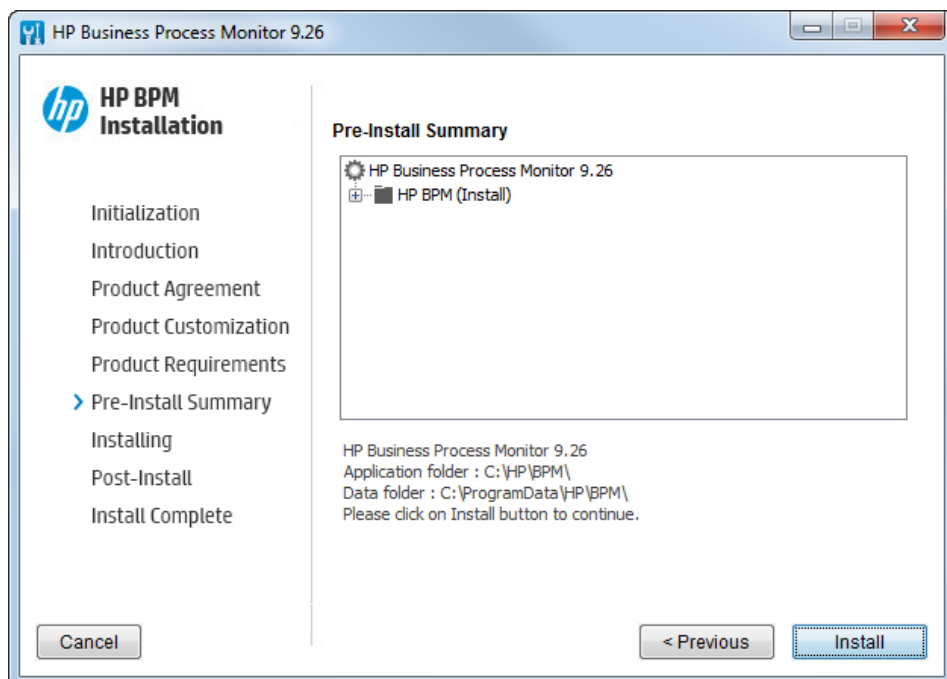
6. In the Product Agreement screen, accept the license agreement and click **Next**.



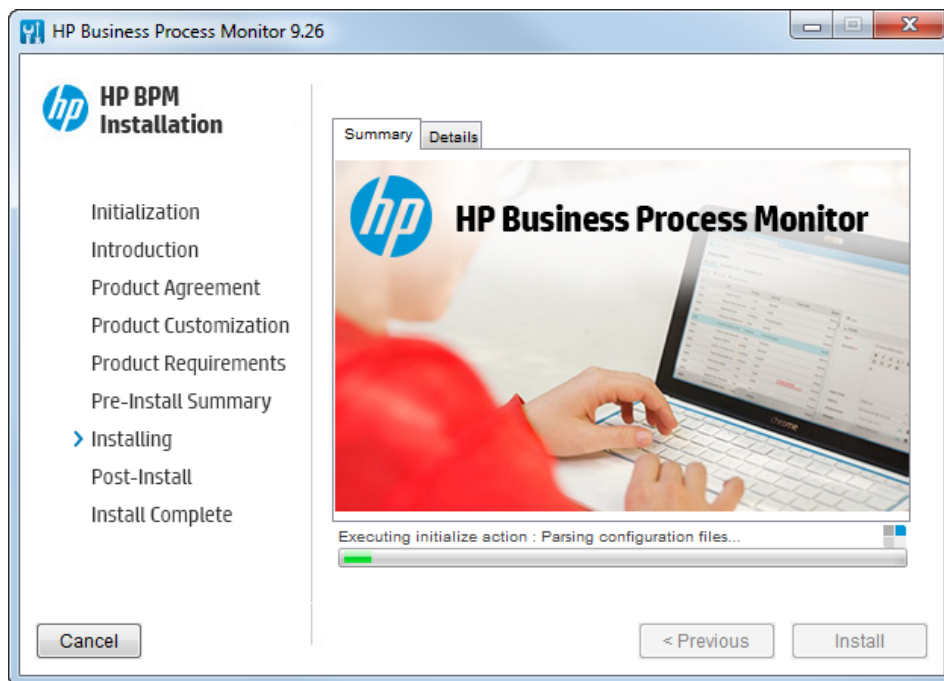
7. In the Product Customization screen, accept the defaults folders or browse to and select the application and data folders and click **Next**.



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**.

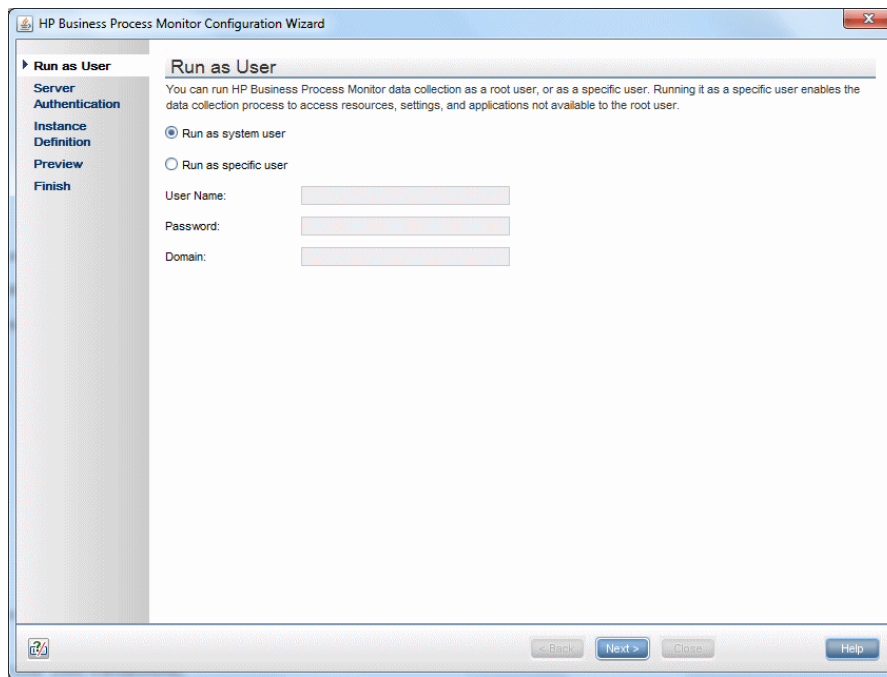


The Installing screen appears.

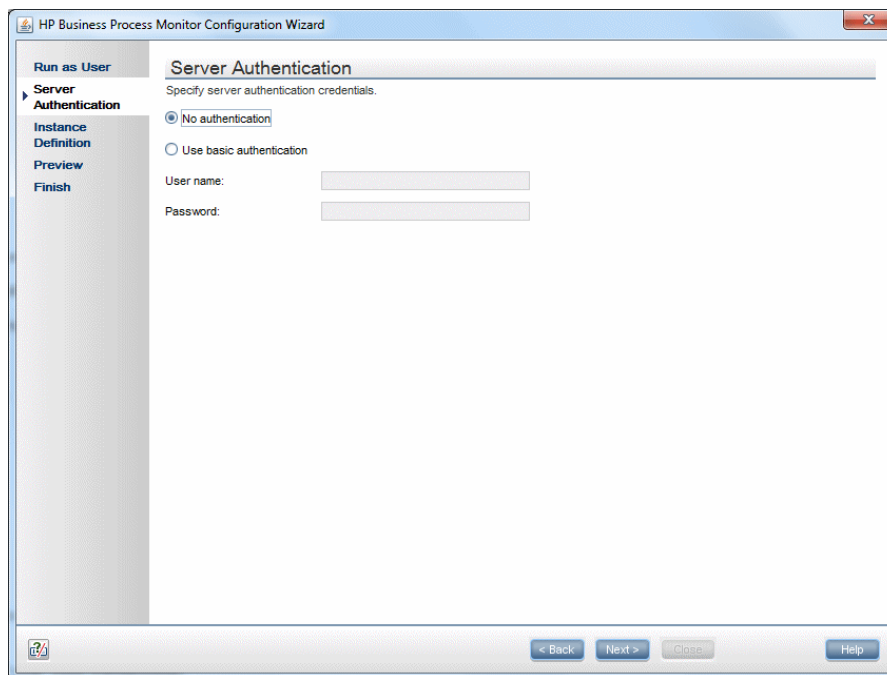


The BPM Configuration wizard is automatically launched after the setup program installed the BPM application.

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.)

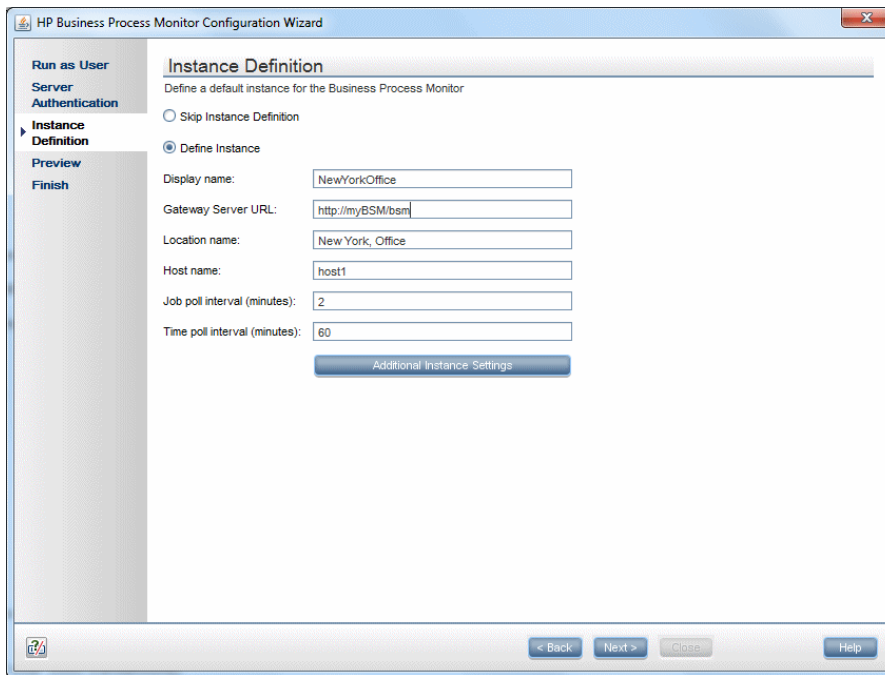


11. In the Server Authentication screen, select **Use basic authentication** and enter your BSM user name and password in case your Business Service Management gateway access is protected by user name



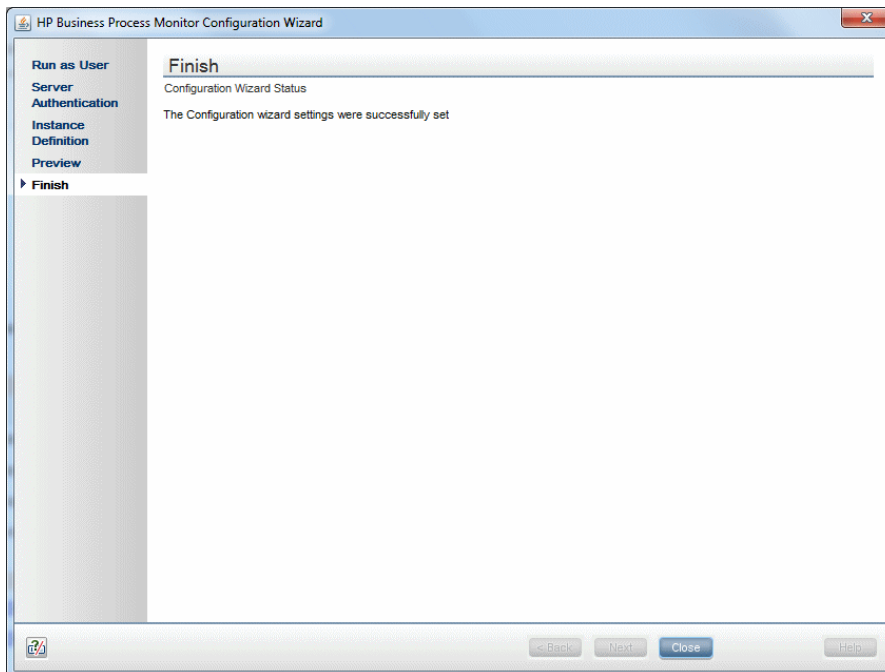
12. In the Instance Definition screen, select **Define Instance** and type your BSM details. The Location name is used for script assignment, so give it a meaningful name (for example, New

York, Office).



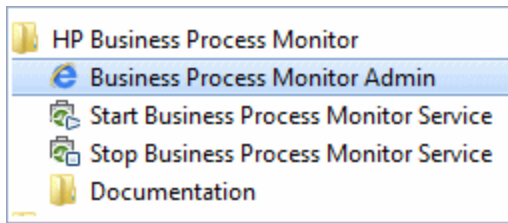
The screenshot shows the 'HP Business Process Monitor Configuration Wizard' window. The left sidebar contains a tree view with the following items: 'Run as User', 'Server Authentication', 'Instance Definition' (which is expanded), 'Preview', and 'Finish'. The main pane is titled 'Instance Definition' and contains the text 'Define a default instance for the Business Process Monitor'. There are two radio buttons: 'Skip Instance Definition' (unselected) and 'Define Instance' (selected). Below the radio buttons are several text input fields: 'Display name:' with the value 'NewYorkOffice', 'Gateway Server URL:' with the value 'http://myBSM/bsm', 'Location name:' with the value 'New York, Office', 'Host name:' with the value 'host1', 'Job poll interval (minutes):' with the value '2', and 'Time poll interval (minutes):' with the value '60'. Below these fields is a button labeled 'Additional Instance Settings'. At the bottom of the window are four buttons: '< Back', 'Next >', 'Close', and 'Help'.

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

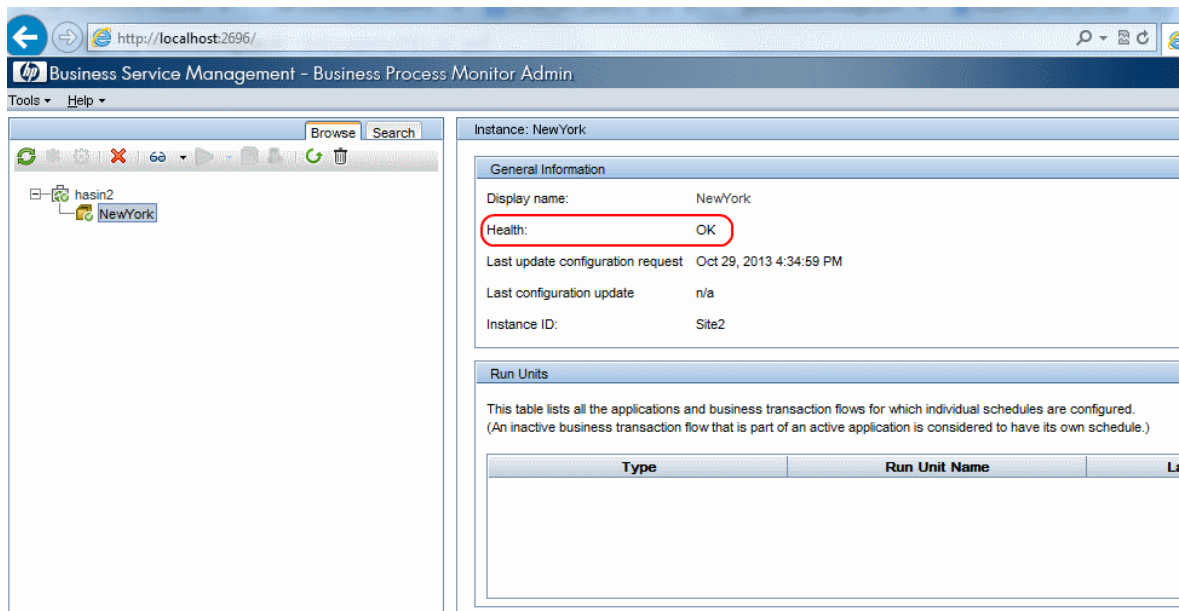


The screenshot shows the 'HP Business Process Monitor Configuration Wizard' window at the 'Finish' step. The left sidebar is the same as in the previous screenshot, but 'Finish' is now the selected item. The main pane is titled 'Finish' and contains the text 'Configuration Wizard Status' and 'The Configuration wizard settings were successfully set'. At the bottom of the window are four buttons: '< Back', 'Next >', 'Close', and 'Help'.


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

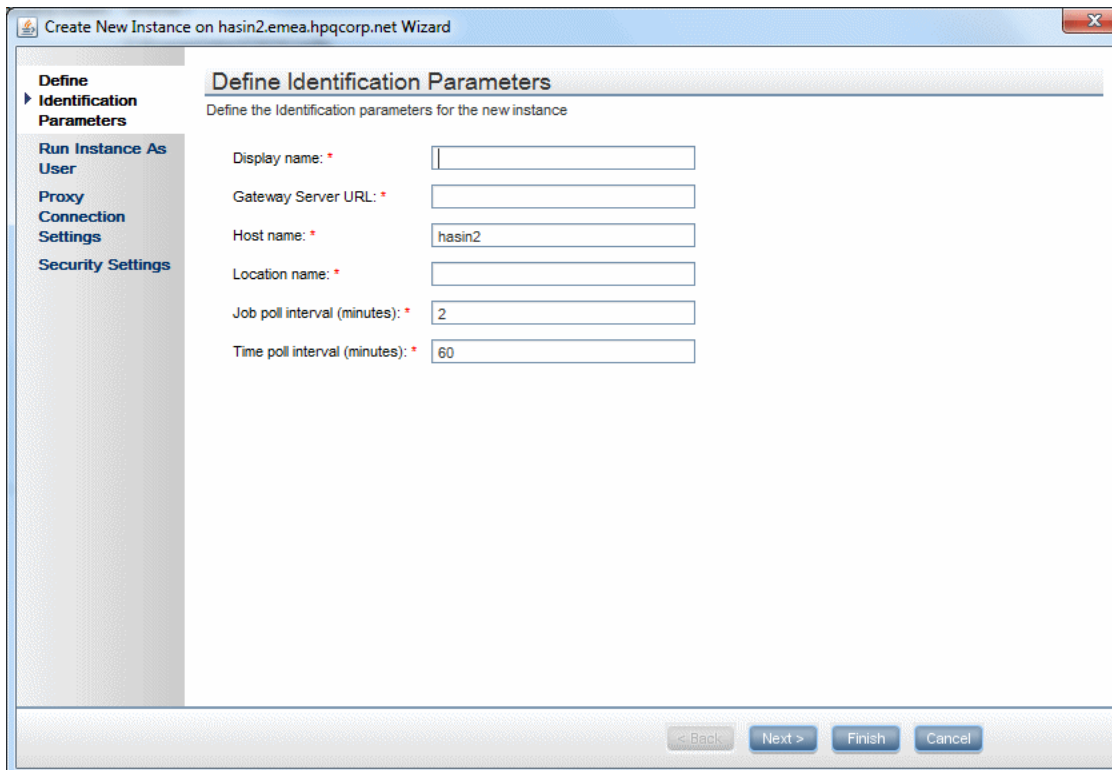


15. Verify that your instance connected successfully by checking the Health value in the General Information page.

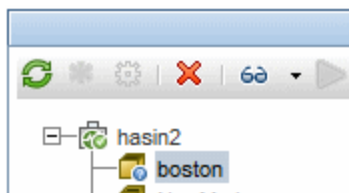


Chapter 3: Connecting BPM to BSM

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.
3. In the Define Identification Parameters screen, define the identification parameters for the new instance. All fields are mandatory. Make sure you can access the Gateway Server URL from the BPM machine. The Location name is used for script assignment, so give it a meaningful name (for example, Boston, Office).



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**.

The screenshot shows the HP Business Service Management - Business Process Monitor Admin console. On the left, a tree view shows the hierarchy: hasin2 > boston > NewYork. The main panel is titled 'Instance: boston' and contains several tabs: 'Business Service Management Registration Properties', 'Run as a Specific User', 'Security Settings', and 'Proxy Settings'. The 'Business Service Management Registration Properties' tab is active, showing the following fields:

- * Display name: boston
- * Gateway Server URL: http://mysbam/topaz
- * Host name: host2
- * Job poll interval (minutes): 2
- * Time poll interval (minutes): 60

Below these fields is the 'Run as a Specific User' section, which includes a note: 'Note: Instance Level Specific User can not be defined when whole agent runs as user'. It contains fields for 'User name:', 'Password:', and 'Domain:'. At the bottom, there are tabs for 'Security Settings' and 'Proxy Settings'.

If you successfully connected, the following status appears.

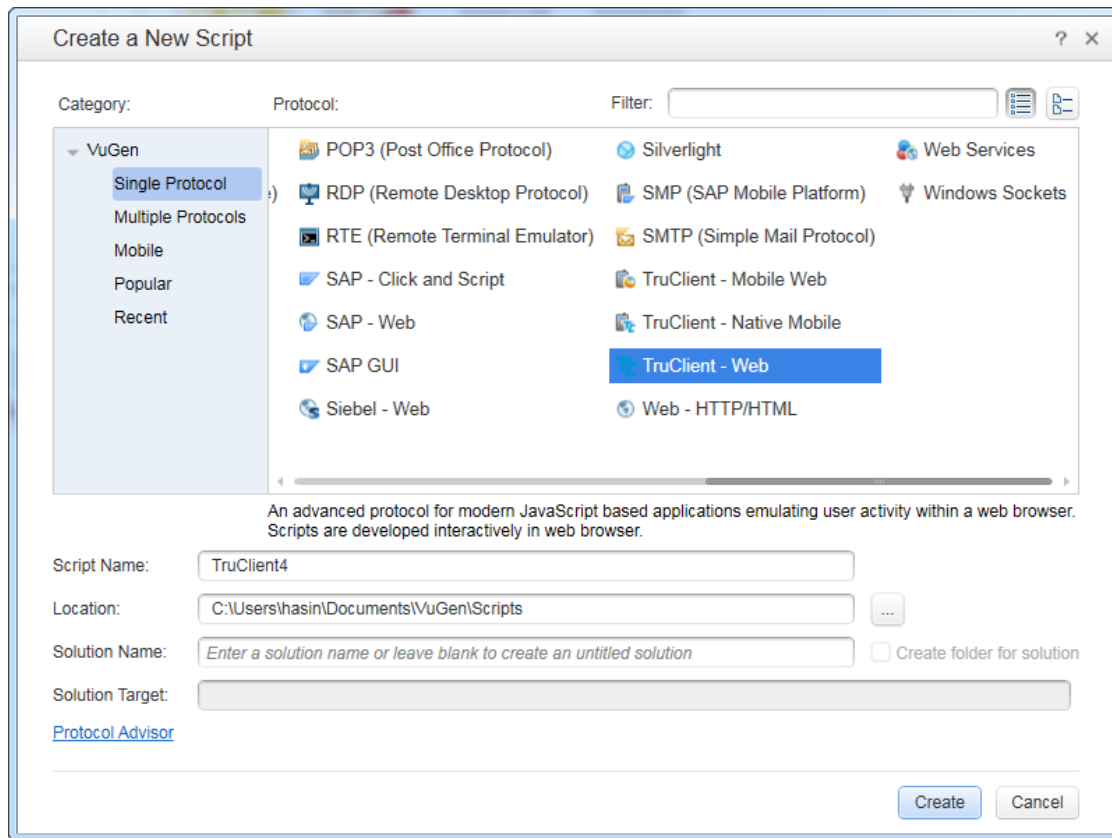
The screenshot shows the HP Business Service Management - Business Process Monitor Admin console. On the left, the tree view shows the hierarchy: hasin2 > boston > NewYork. The main panel is titled 'Instance: boston' and contains a 'General Information' tab. The 'General Information' tab is active, showing the following fields:

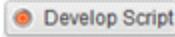
- Display name: boston
- Health: OK


Chapter 4: Creating Scripts in TruClient and Defining Transactions

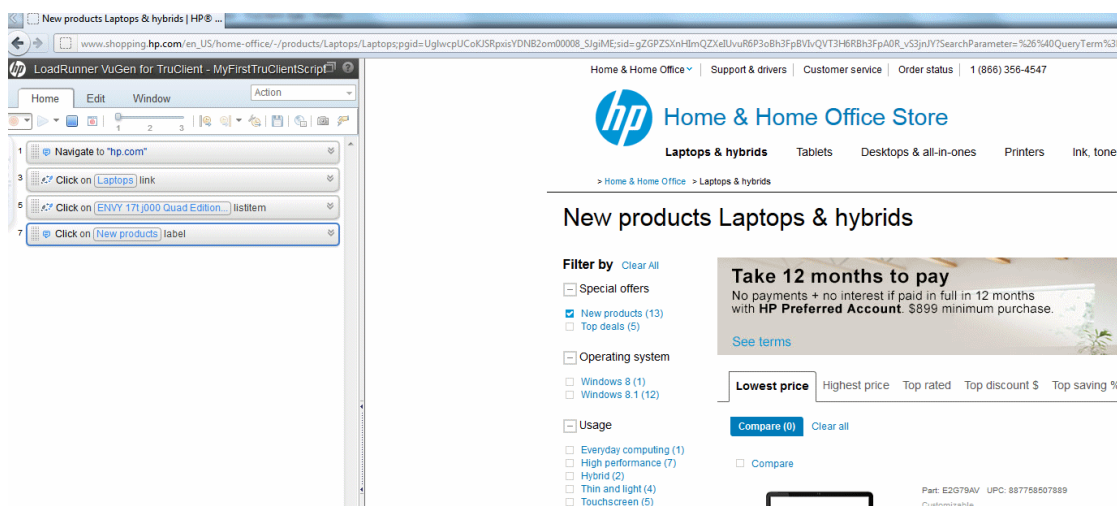
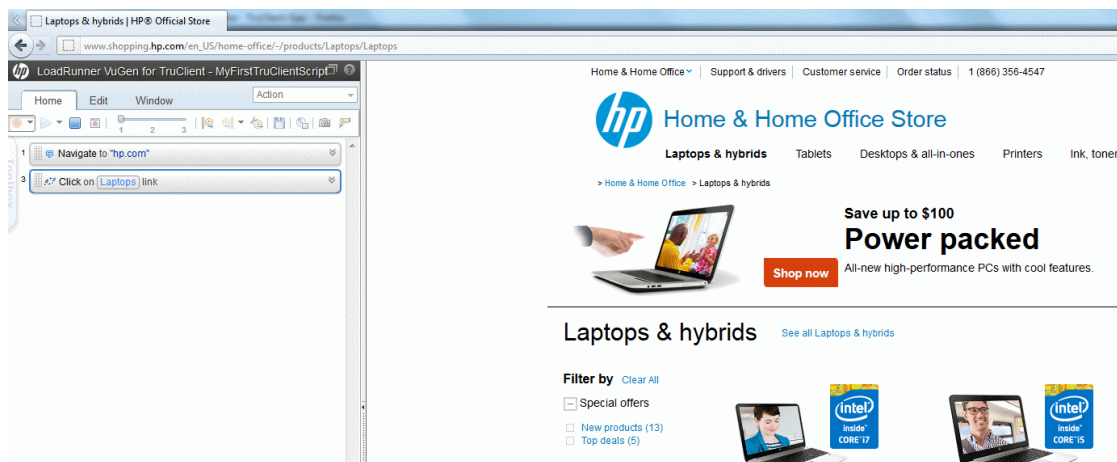
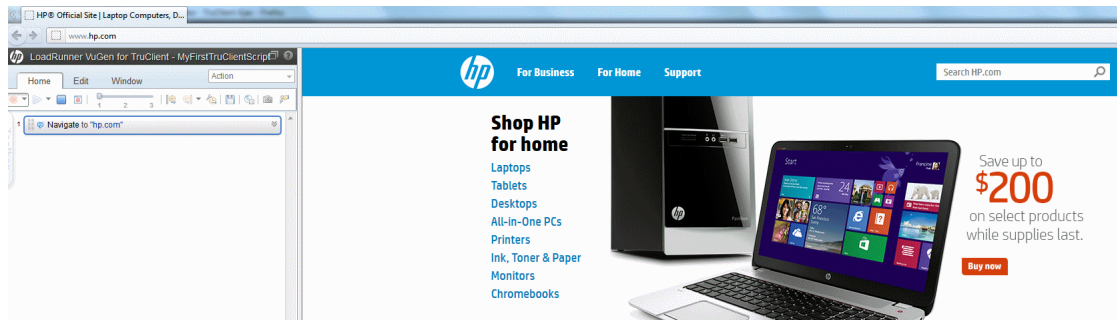
Note: If you are using script services from other team members or companies, you can download the Business Process Template for BPM Scripting Requests from the HP Software Support site (<http://www.hp.com/go/hpssoftwaresupport>) to define your script requirements.

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**.



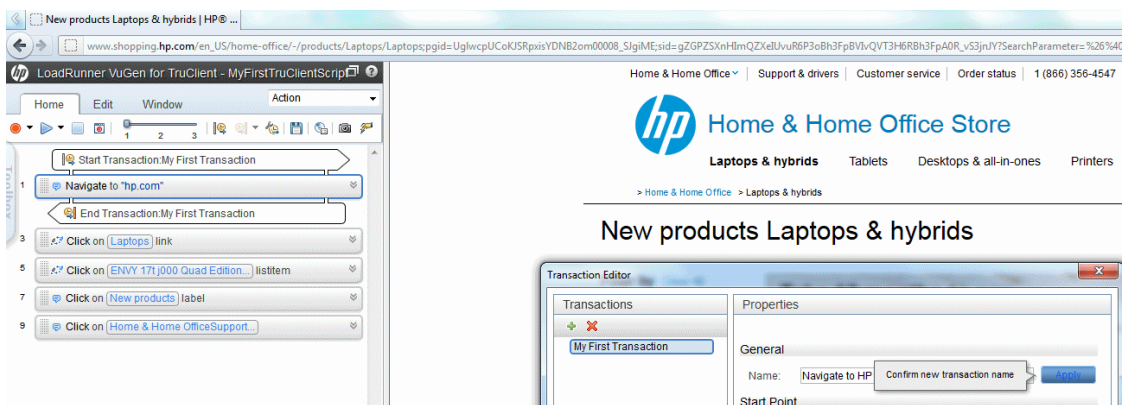
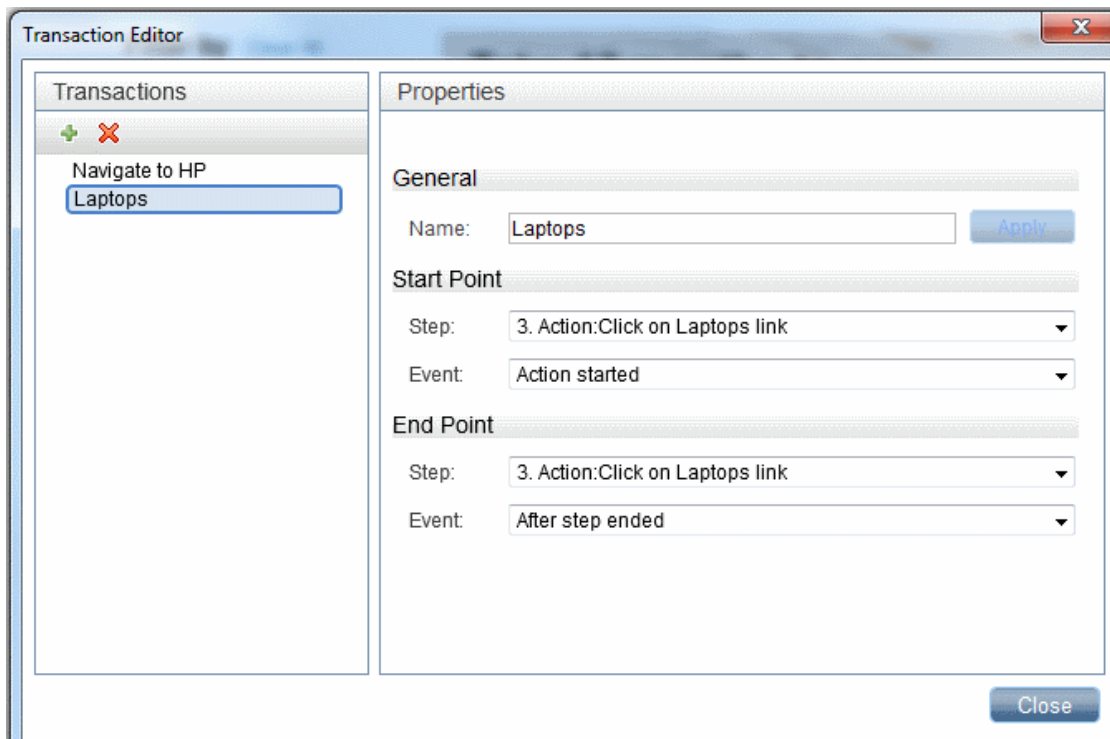
4. Select a browser and then click the Develop Script button  to start your recording. A browser window appears.

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.

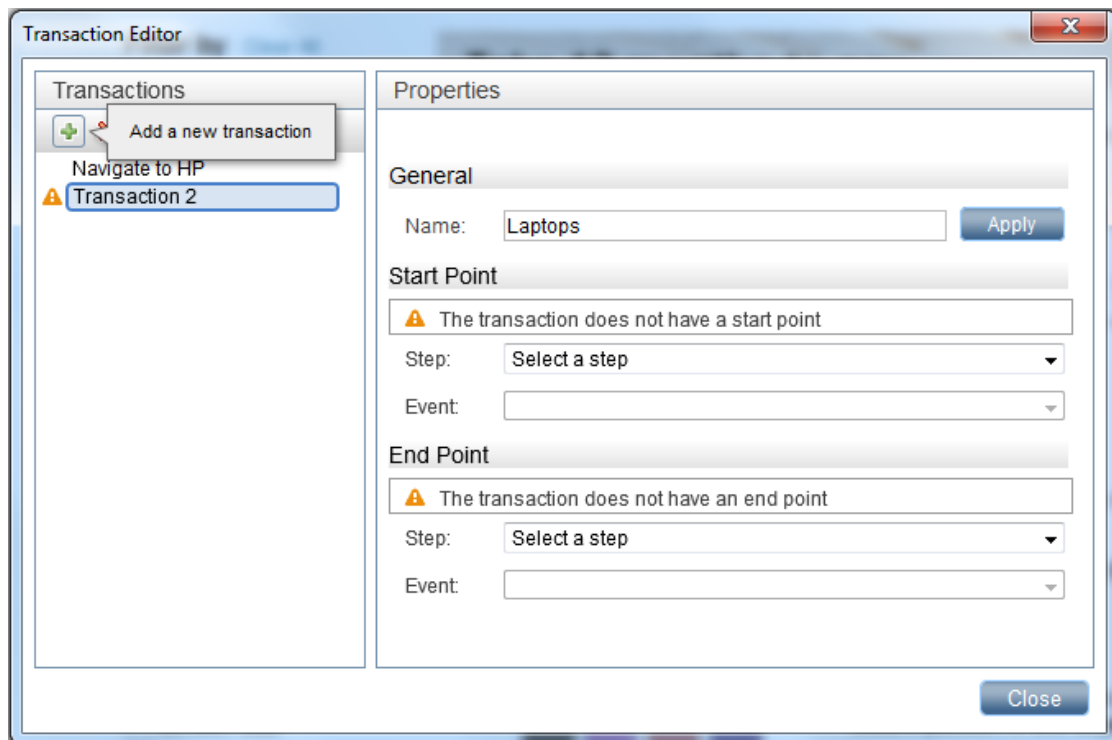


7. After you finish recording your business transaction, open the Transaction Editor, and wrap the

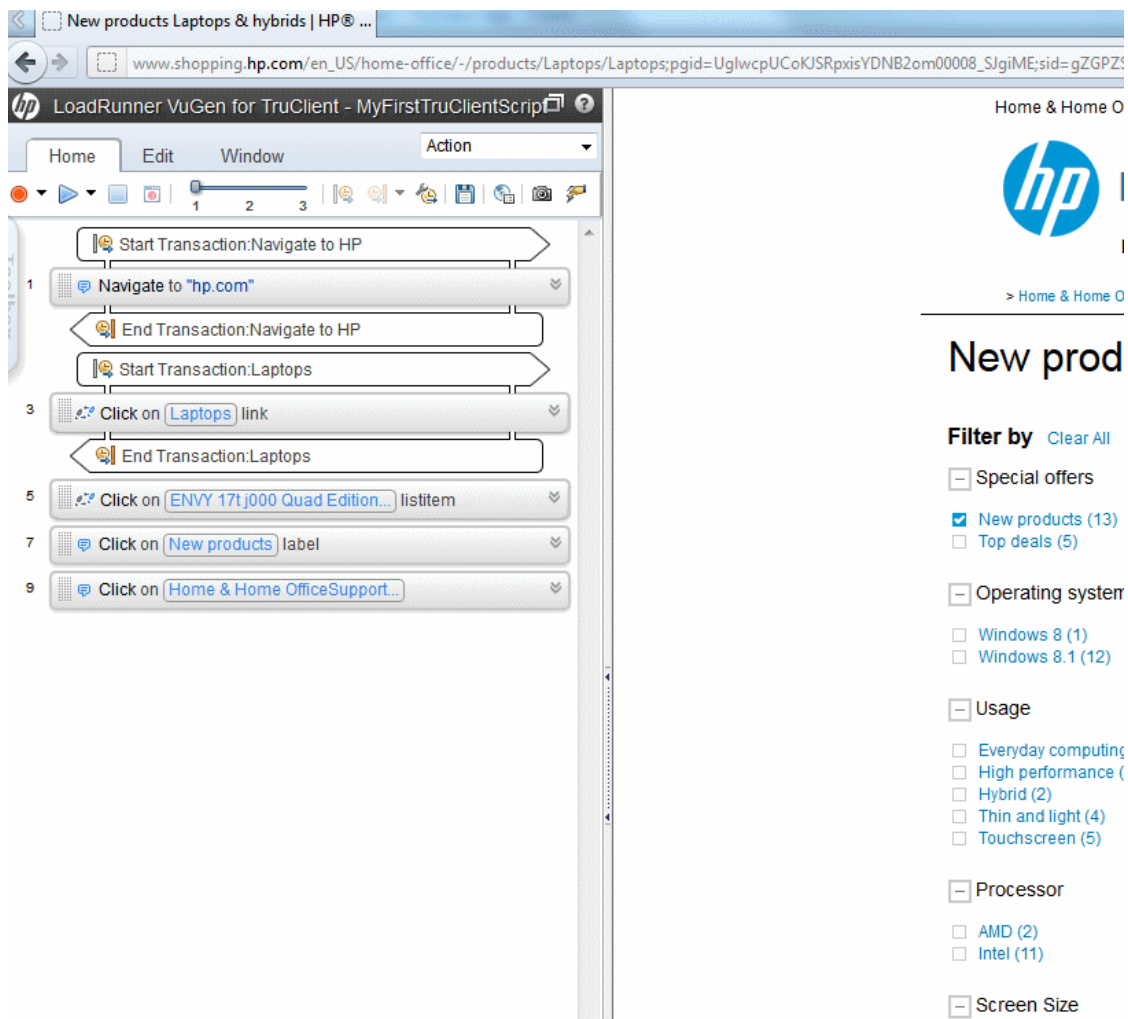
relevant action in the transaction name. Make sure that you define a start point and end point for each transaction, and click **Apply**.



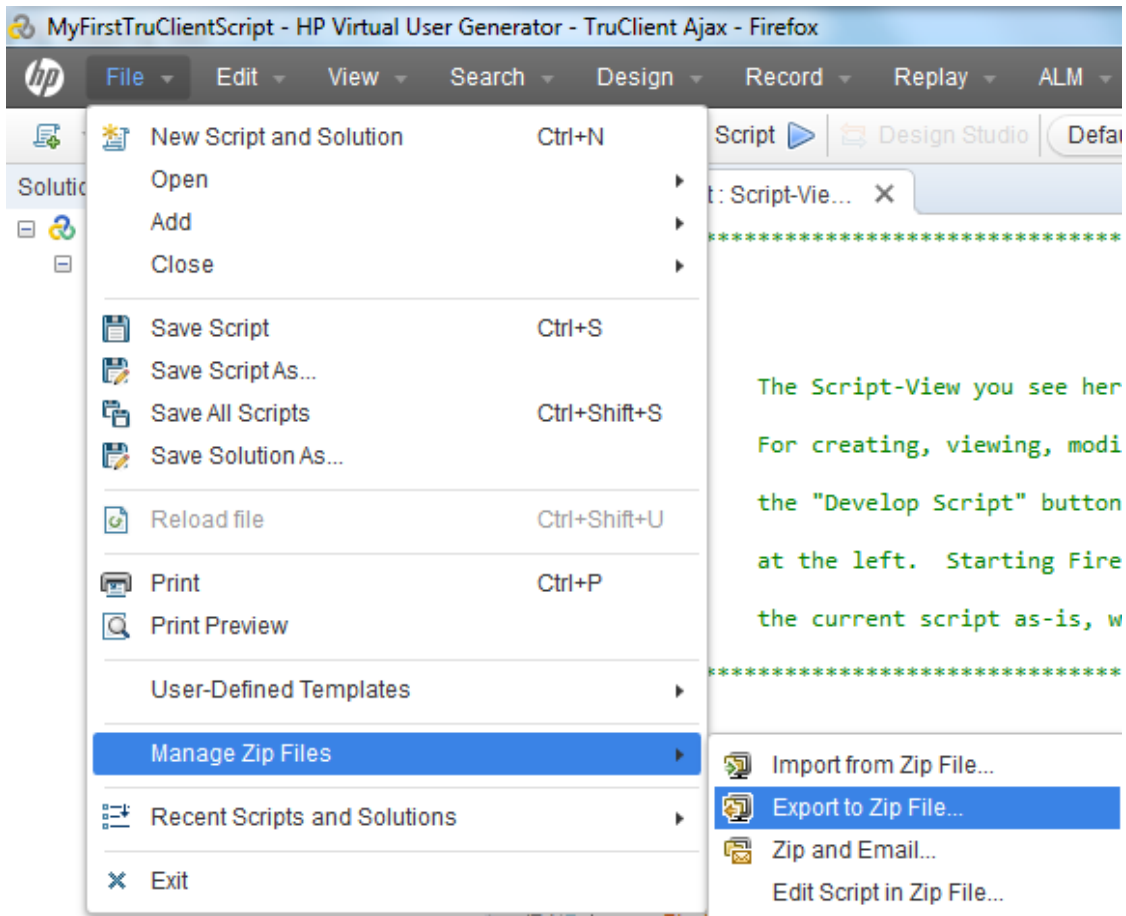
8. In the Transaction Editor, click the plus icon to add more transactions.



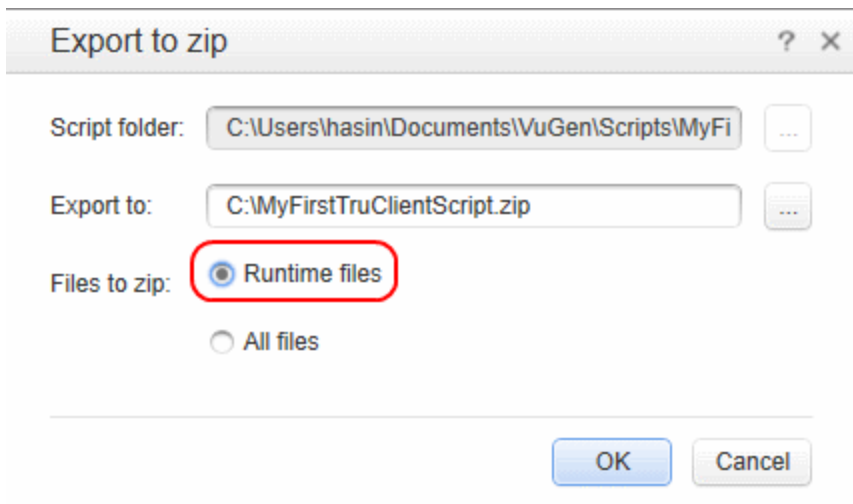
9. After defining your transactions, save your script.



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.



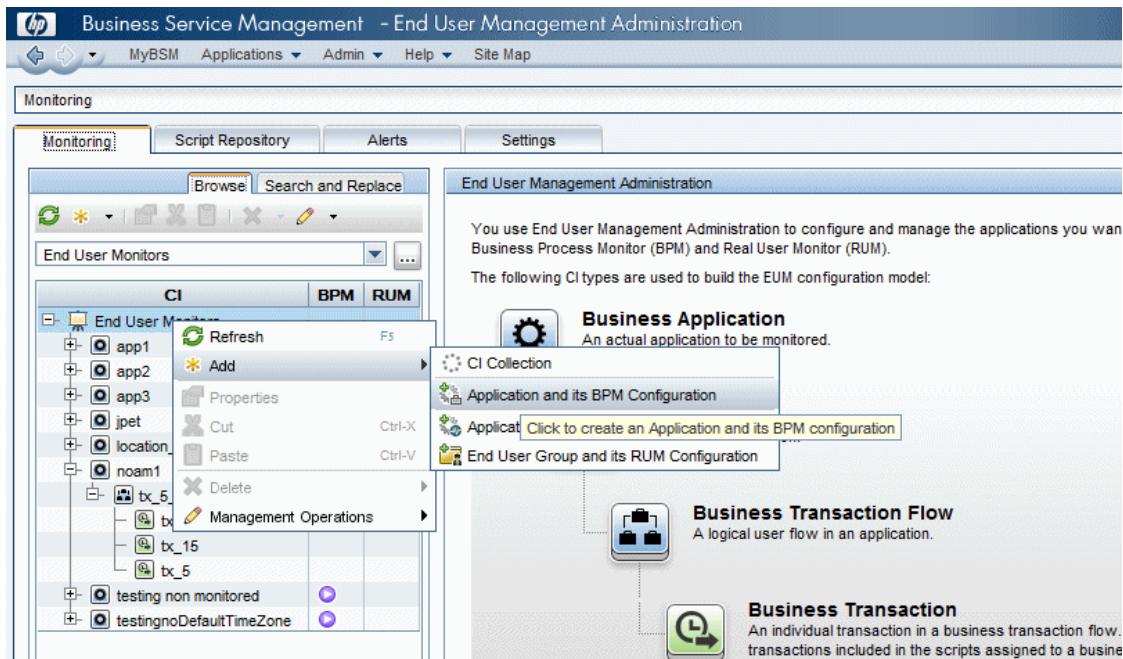
12. To be able to view and edit the script, select **All files** , and click **OK**.



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.

The screenshot shows a software configuration window titled "Add Application and its Business Process Monitor Configuration". On the left is a navigation pane with the following items: "Application Properties", "Default", "Transaction Settings" (which is expanded), "Set Transaction Monitor Scripts", "Application Data Collectors", "Set Transaction Thresholds", "Define Script Parameters Values", "Preview", and "Finish". The main area of the window is titled "Default Transaction Settings" and contains the instruction "Enter the default threshold settings for the application". It features two sub-sections: "Default Transaction Thresholds" and "Default Transaction Breakdown".

Default Transaction Thresholds

* OK :	Less than	<input type="text" value="8.0"/>	sec.
Minor :	Between	<input type="text" value="8.0 - 12.0"/>	sec.
* Critical :	Greater than	<input type="text" value="12.0"/>	sec.
* Outlier :	Greater than	<input type="text" value="45.0"/>	sec.
* Availability :		<input type="text" value="90.0"/>	%

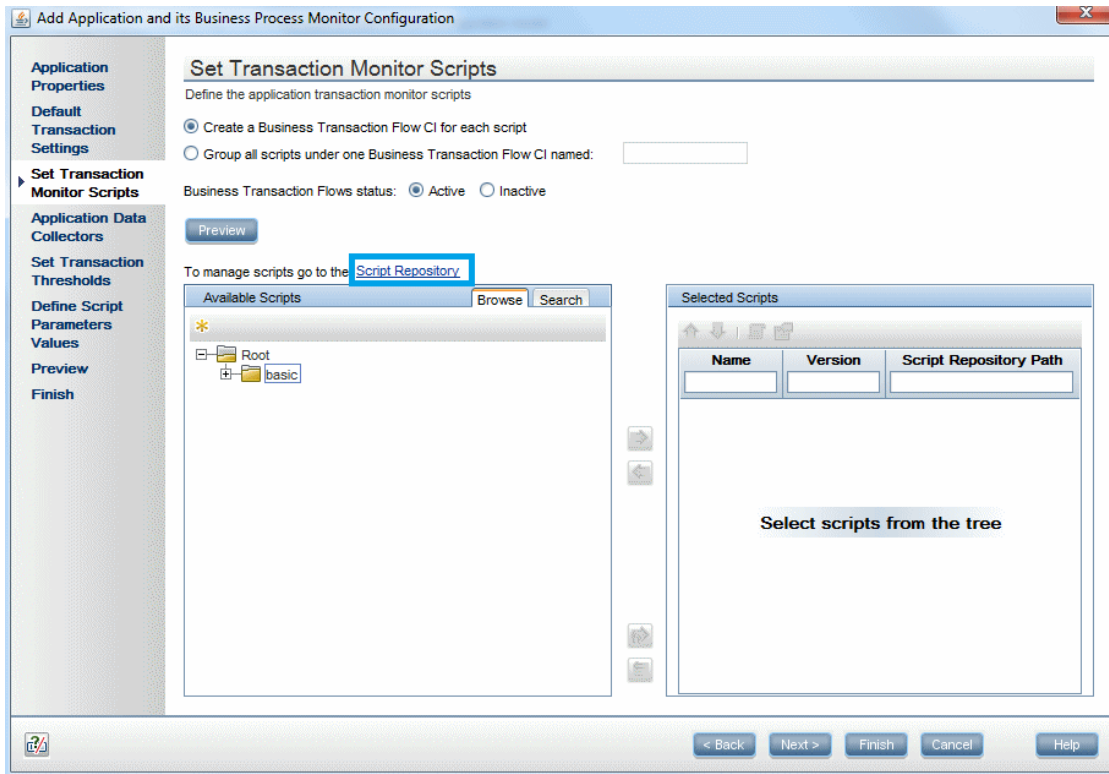
☐ Ignore Outlier values

Default Transaction Breakdown

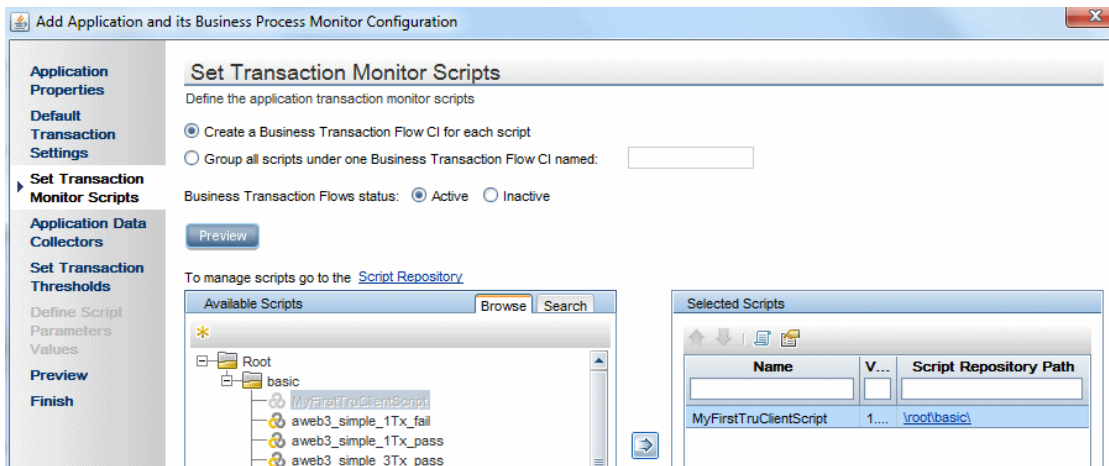
- ☒ Enable breakdown
 - ☒ Report additional error information
 - ☒ Perform component breakdown
 - ☐ Enable Diagnostics / TV breakdown
 - ☐ Enable Siebel breakdown
 - ☐ Enable SOA breakdown


At the bottom of the window are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

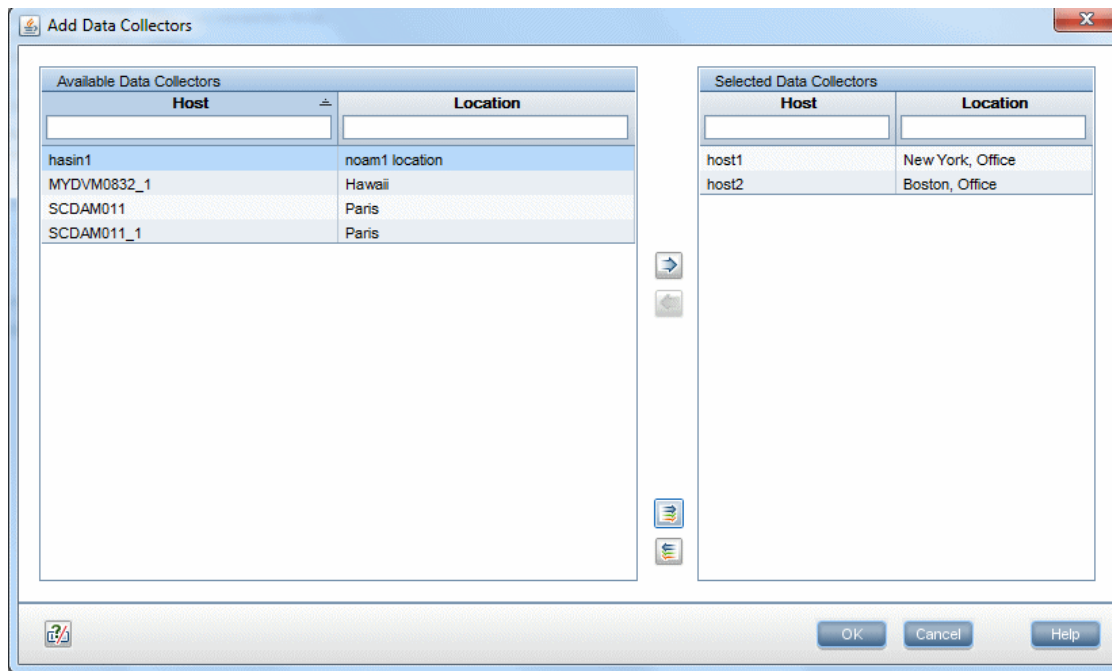
4. In the Set Transaction Monitor Scripts screen, click **Script Repository** to view the scripts in the repository.



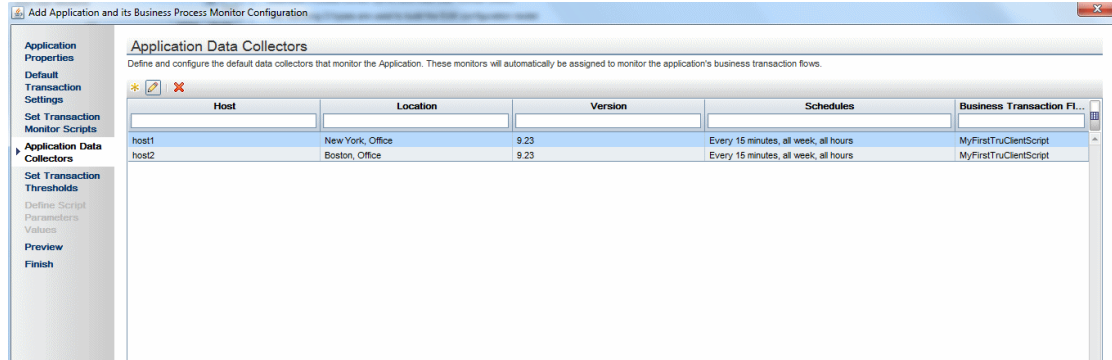
5. To select a script, double-click the script in the Available Scripts tree.



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



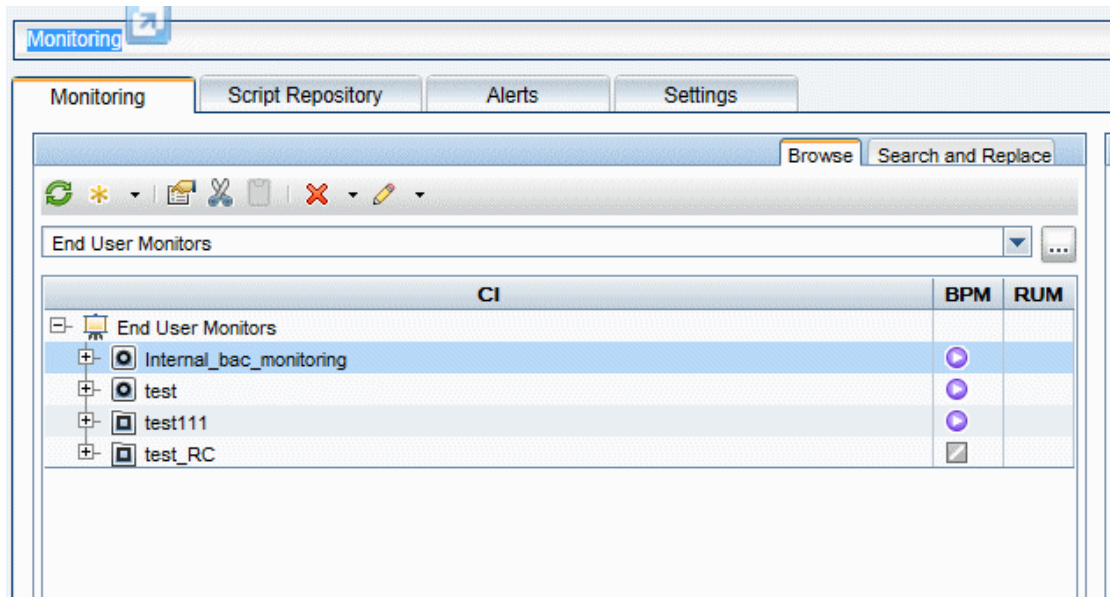
- In the Application Data Collectors screen, edit the schedule for each location, or leave the default value (every 15 minutes).



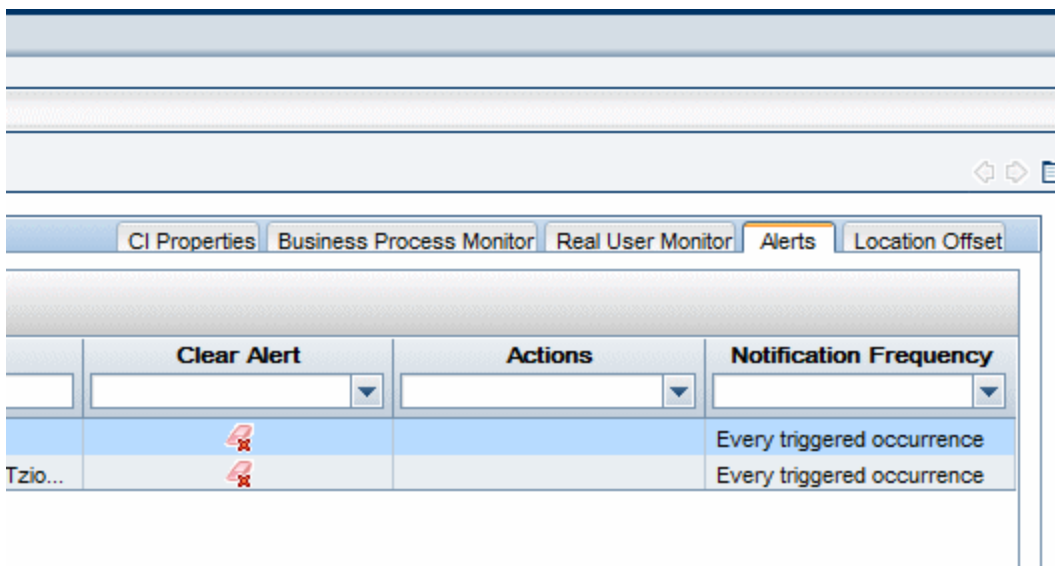
- After reviewing your settings, click Finish and your script will start to run. I can take up to 20 minutes to see the first data point, depending on BPM's scheduled jobs.
- Please continue from here with our setting started to see how to view BPM data in BSM.

Chapter 6: Configuring Alerts

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



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



3. Click the **Trigger Condition** tab.

New BPM Transaction Alert

Alert name: * User message:

CI:

Severity: ▼

Status: ☒ Active ☐ Inactive

Trigger Condition | **Filters** | **Actions** | **Advanced Settings**

☒ **Event-Based Triggers**

- ☒ Transactions fail
- ☐ Transactions response time
- ☐ Transactions response time relative to configured thresholds

☐ **Time-Based Triggers**

- ☐ Availability
- ☐ Transactions response time for specified percentage of transactions
- ☐ Transactions response time relative to configured threshold for specified percentage of transactions
- ☐ Average transaction response time

☒ Any of the above trigger conditions are met

☐ All of the above trigger conditions are met

Data Grouping

☐ Group data by the specified criteria

Definition Details

Trigger Condition

Send the alert if transactions fail
when trigger conditions occur [at least 3 times out of 5](#)

Notification Frequency

Send alert 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.

New BPM Transaction Alert

Alert name: * User message:

CI:

Severity: ▼

Status: ☒ Active ☐ Inactive

Trigger Condition **Filters** **Actions** **Advanced Settings**

Filter By:

☒ Transactions

☐ Locations

☐ Mobile Devices

Definition Details

Trigger Condition
Send the alert if transactions fail
when trigger conditions occur at least 3 times out of 5

Filter
Limit the alert to fail_trans -> fail_trans transactions

Notification Frequency
Send alert for every triggered occurrence

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

New BPM Transaction Alert

Alert name: * User:

CI:

Severity: ▼

Status: ☒ Active ☐ Inactive

Trigger Condition **Filters** **Actions** **Advanced Settings**

Recipients

☒ Send to specified recipients

Event Creation

☐ Generate Event

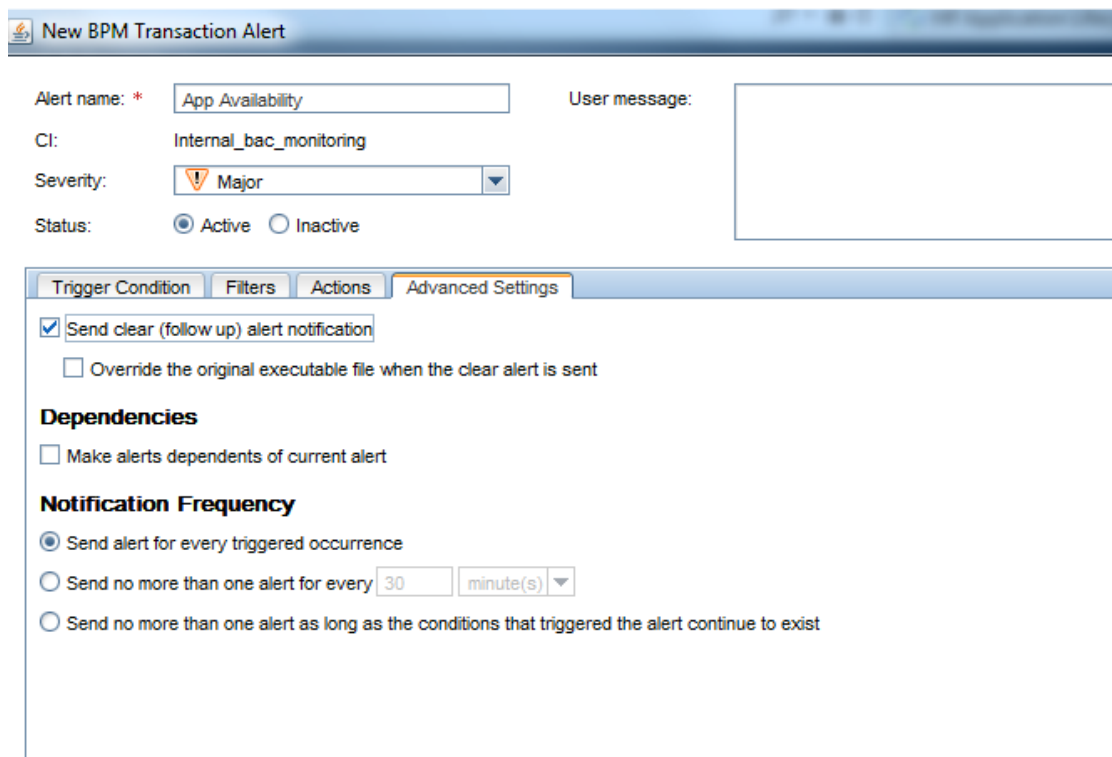
External Actions

☐ Access URLs

☐ Send SNMP trap

☐ Run executable 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.



New BPM Transaction Alert

Alert name: * User message:

CI:

Severity: 

Status: ☒ Active ☐ Inactive

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

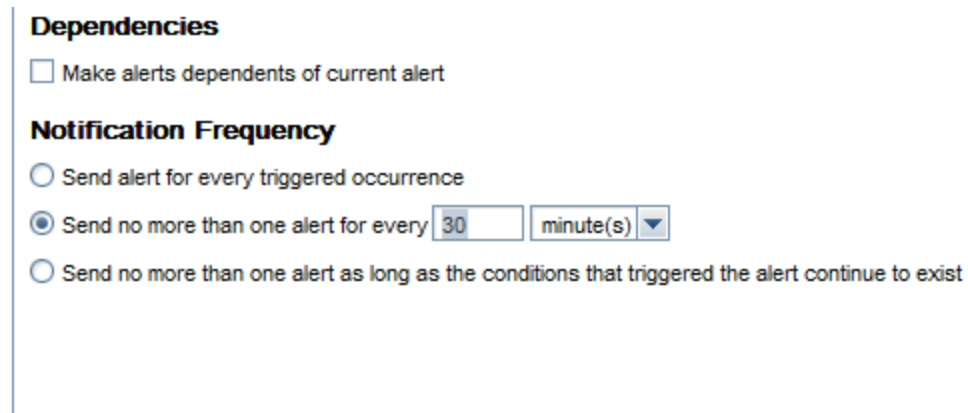
Notification Frequency

☒ Send alert for every triggered occurrence

☐ Send no more than one alert for every

☐ Send no more than one alert as long as the conditions that triggered the alert continue 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

☐ 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.

Calculate Suggested Thresholds

Select the date and formula settings you want to calculate the suggested thresholds by.
Note that this action might take some time to complete.

Starting Date

December 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 Settings

OK formula is 1 times the average plus 2 times the standard deviation

Critical formula is 1 times the average plus 3 times the standard deviation

? OK Cancel Help

- **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

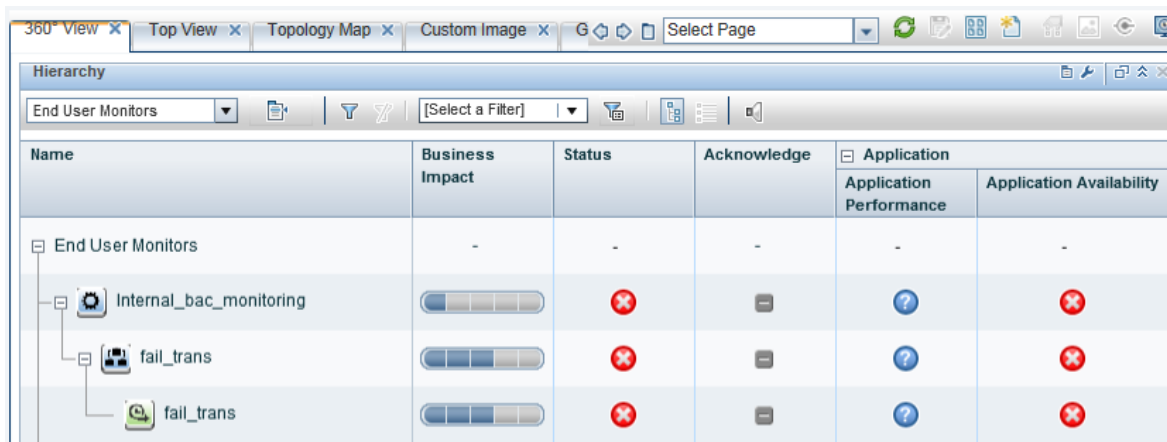
You can view your monitored application data by accessing the 360° View in System Health or by running the BPM Performance Over Time report.
















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.



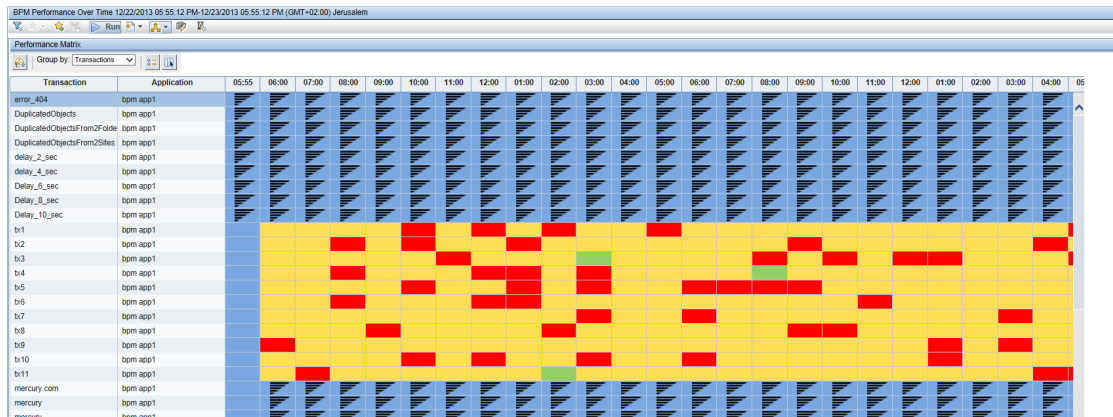
Name	Business Impact	Status	Acknowledge	Application Performance	Application Availability
End User Monitors	-	-	-	-	-
Internal_bac_monitoring					
fail_trans					
fail_trans					

Viewing Data in BPM Performance Over Time Report

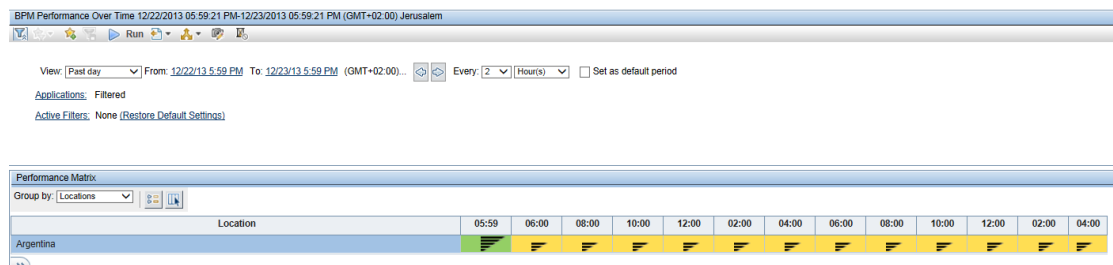
You can view your data in the BPM Performance Over Time report. This is one of the most important reports for BPM monitoring. The BPM Performance Over Time report displays a flat view of the data for all your BPM applications and transactions.

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

3. Click **Run**.



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.



5. 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.

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	
badResponse7x (Transaction)	719	0	0	719	100% of received samples contain errors
unavailable7x (Transaction)	719	0	0	719	100% of received samples contain errors
successful7x (Transaction)	707	0	0	719	98% of received samples contain errors
bpm app1 (Application)	0	0	0	286	
Mercury (BTF)	0	0	0	143	
mercury I (Transaction)	0	0	0	143	100% of expected samples are missing
Mercury1 (BTF)	0	0	0	143	
mercury I (Transaction)	0	0	0	143	100% of expected samples are missing

Viewing Data in Scheduled Reports

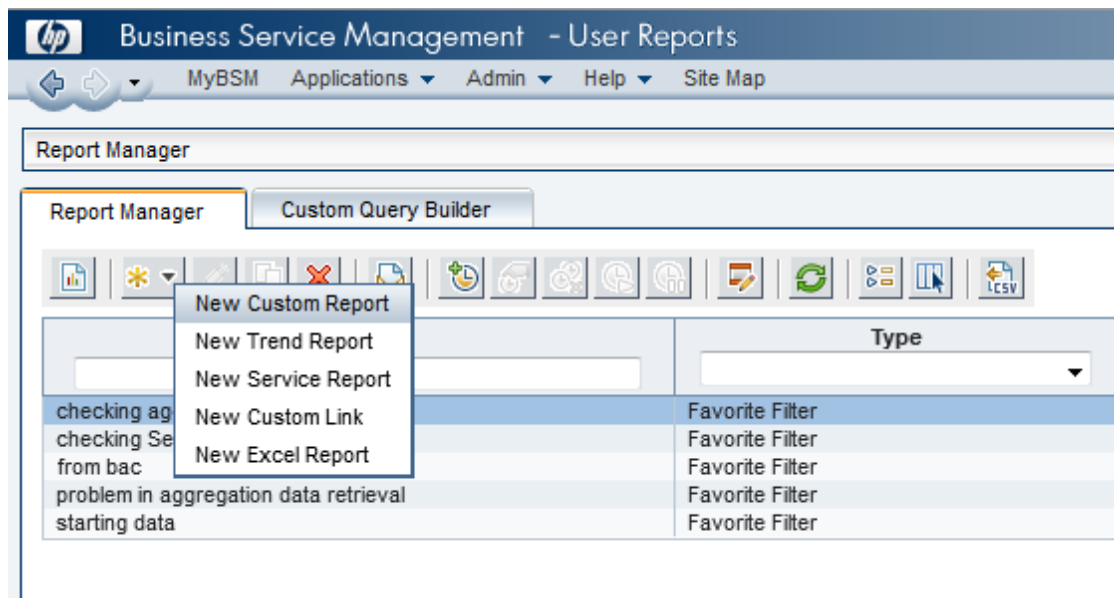
You can configure schedules to enable specified recipients to automatically receive reports, through email, at regularly defined intervals.

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.

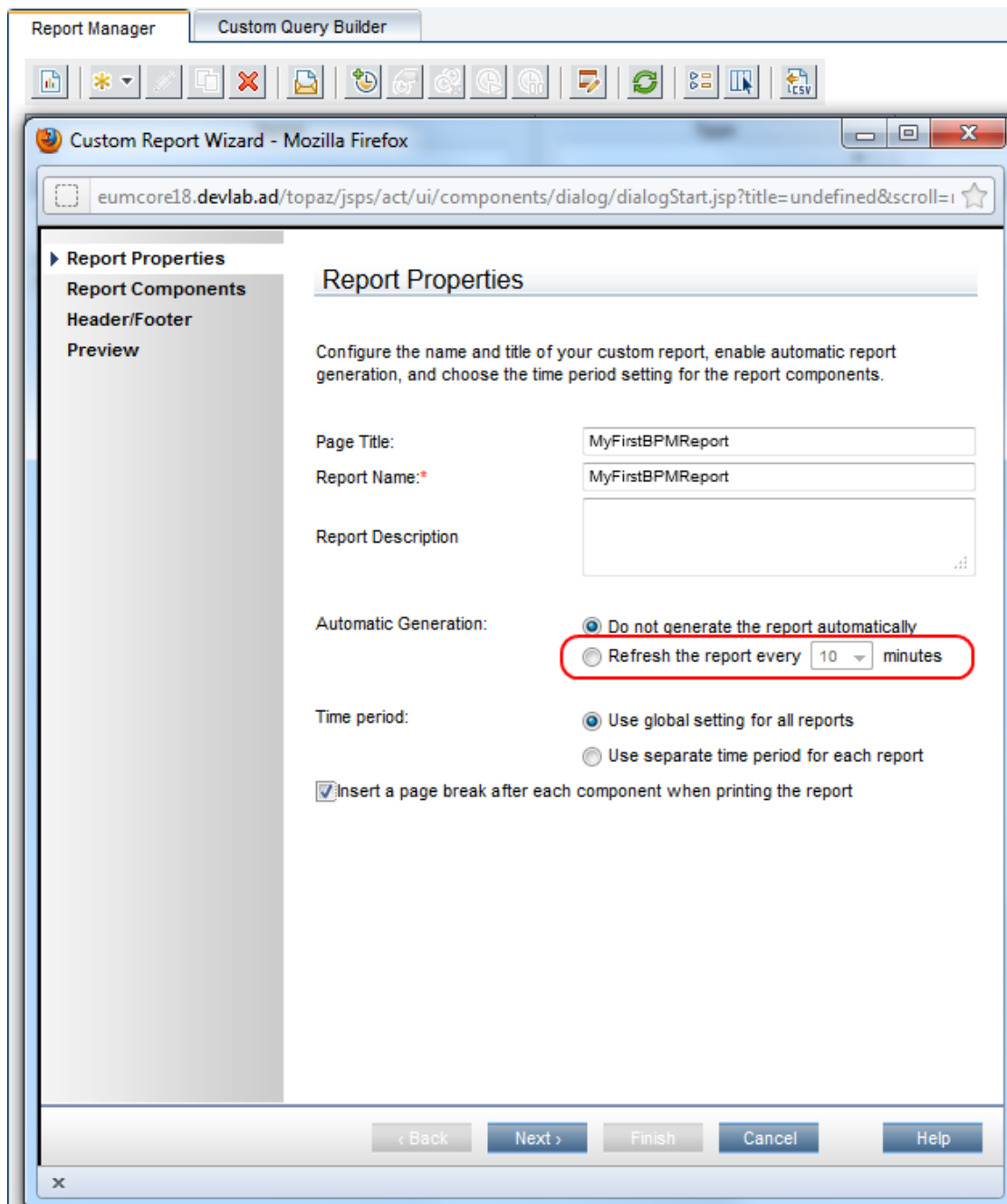
1. To create a scheduled report, click **Applications > User Reports > Report Manager**.


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.

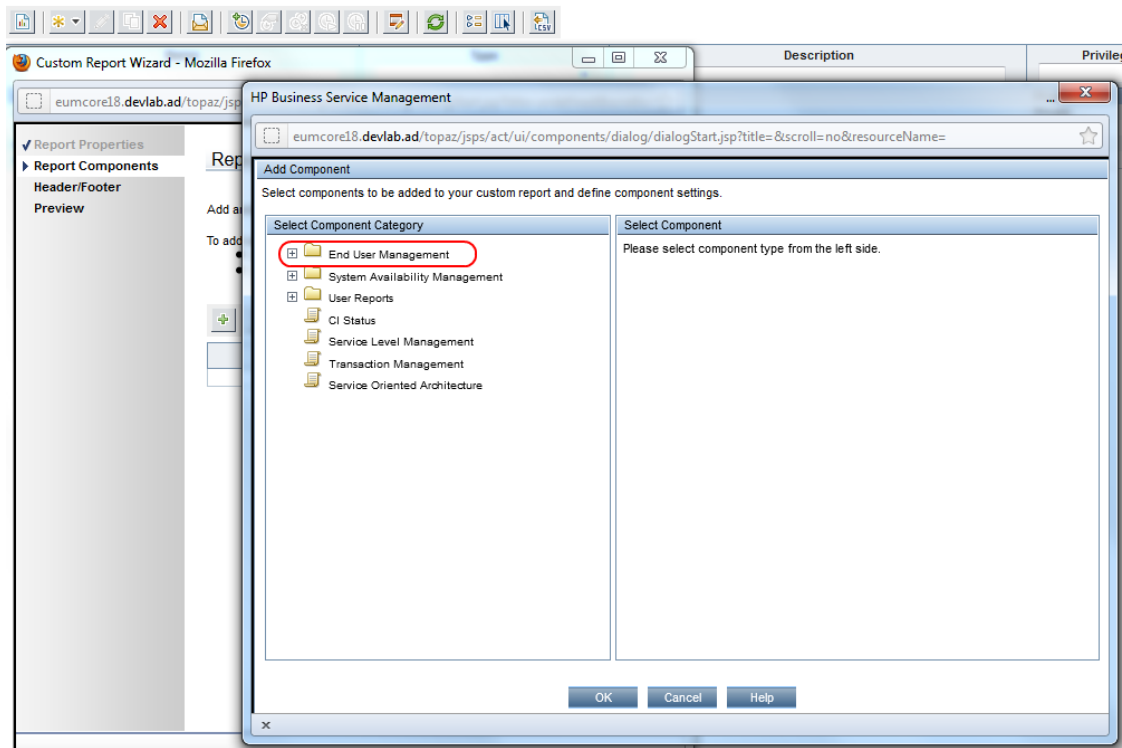
2. Click  and select **New Custom Report** to create your first report using the built-in BSM reports.



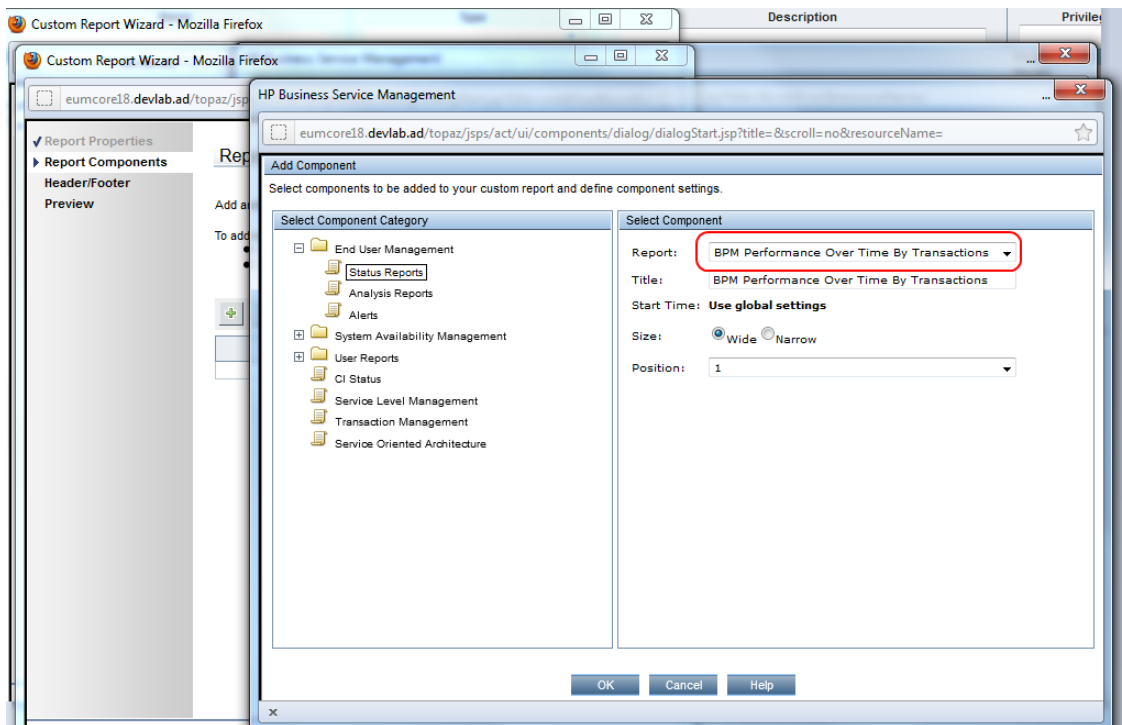
3. If you want to run this report in the background, select the **Refresh the report every** option and select the number of minutes.




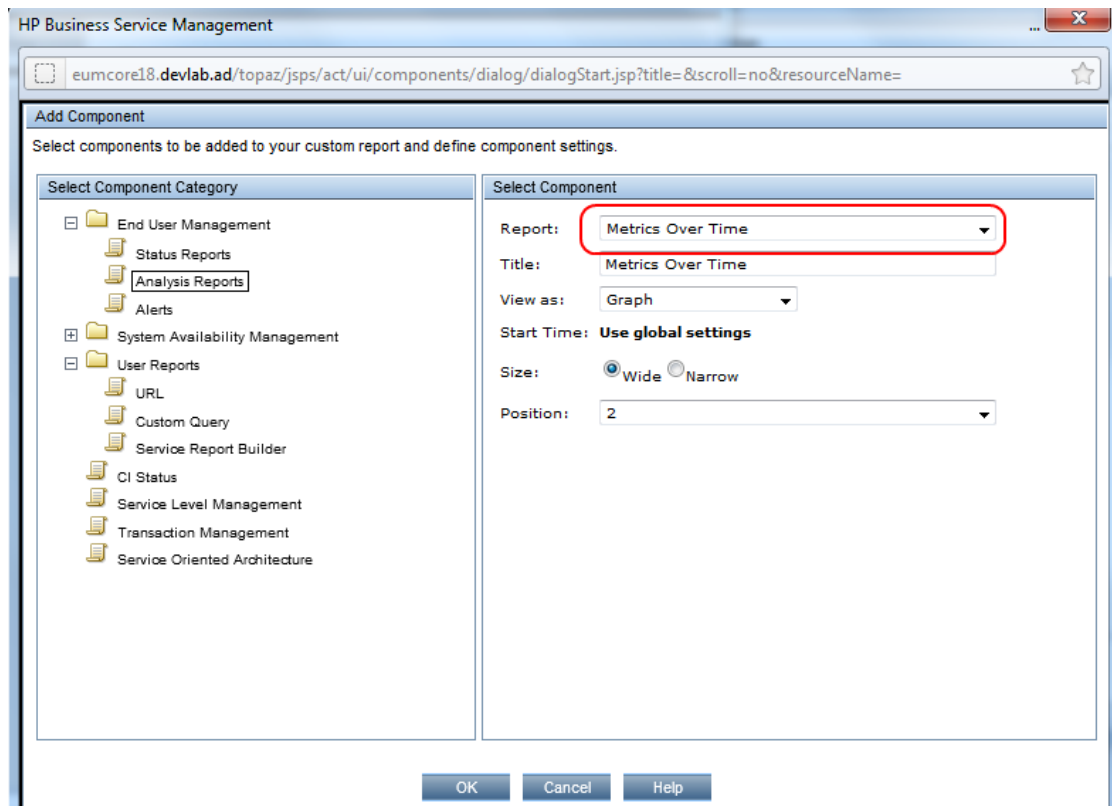
4. Click **Next**.
5. In the **Report Components** page, click . The **Add Component** page appears.
6. All BPM report are located in the **End User Management** folder.



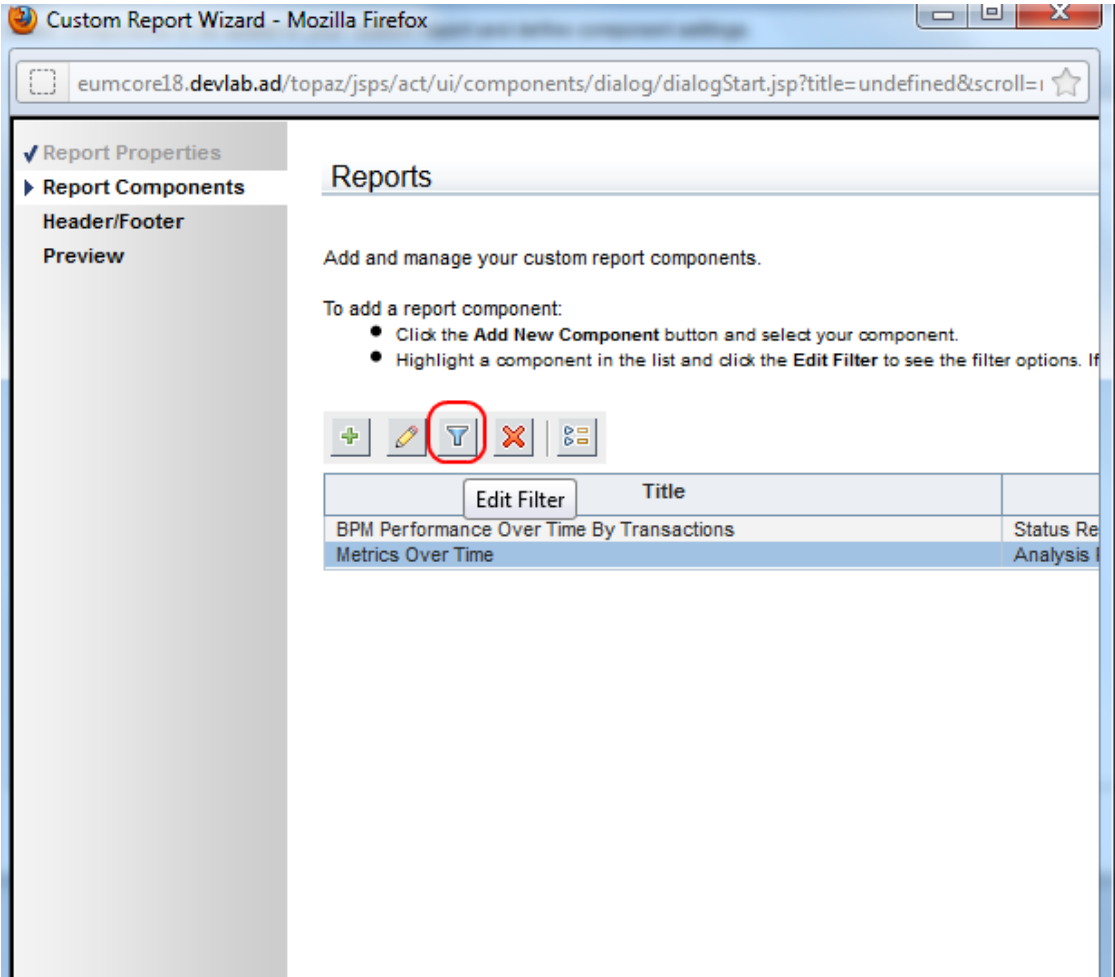
7. Expand the contents of the **End User Management** folder and click **Status Reports**.



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.



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



15. Select the relevant application.

HP Business Service Management

eumcore18.devlab.ad/topaz/jsps/act/ui/components/dia

Filters

Applications:

Word Press New

Metrics:

☐ Synthetic Transaction Availability (%)

☒ Synthetic Transaction Response Time (sec.)

☐ Real Session Availability (%)

☐ Real Session Performance (%)

Active Filters:

None

[\(Restore Default Settings\)](#)

Sub Component: Moving Averages

Group by: Transaction

Sub Component: General Layout

Group by: Transaction

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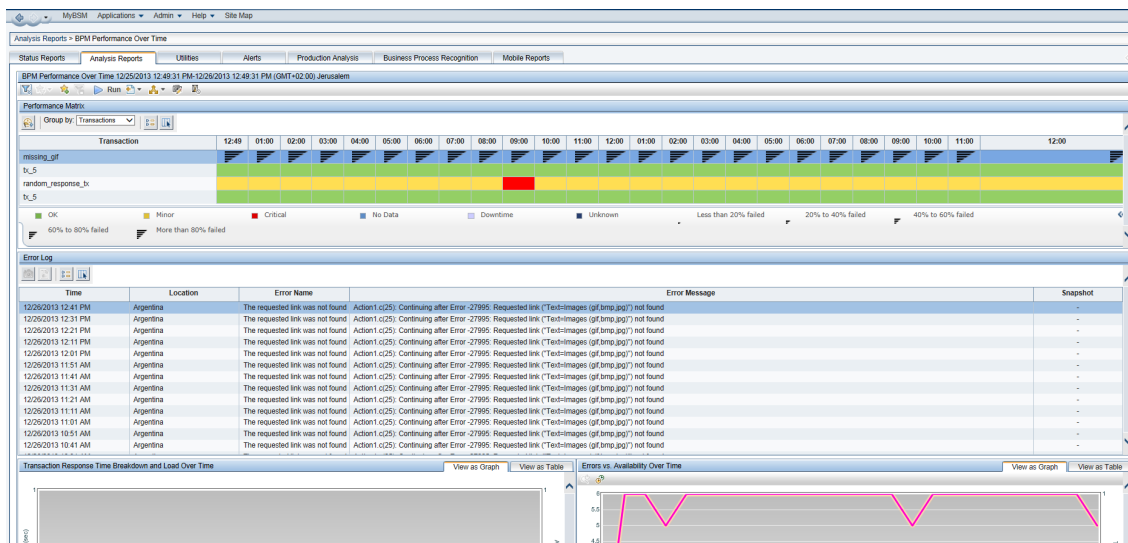
Chapter 9: BPM Report Recommendation

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.

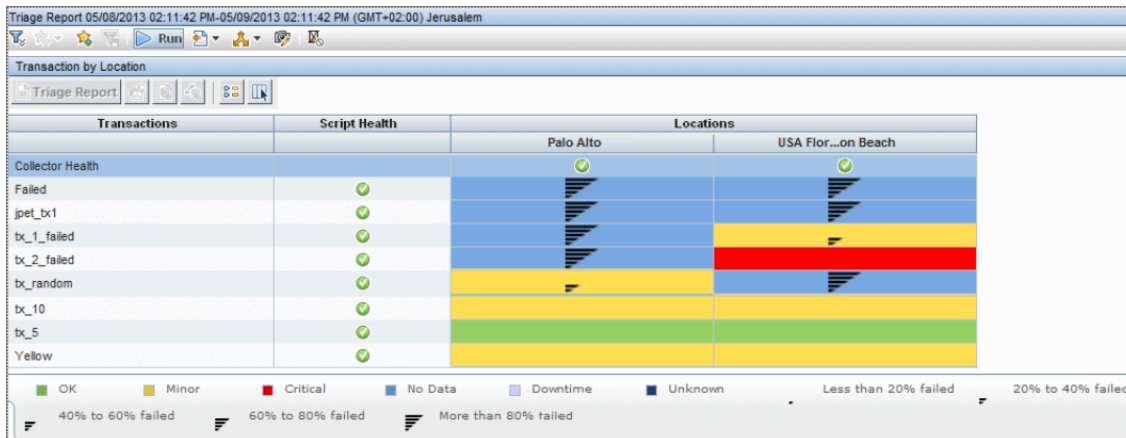
In BSM, select **Applications > End User Management > Analysis Reports > BPM Performance Over Time**.



- **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.

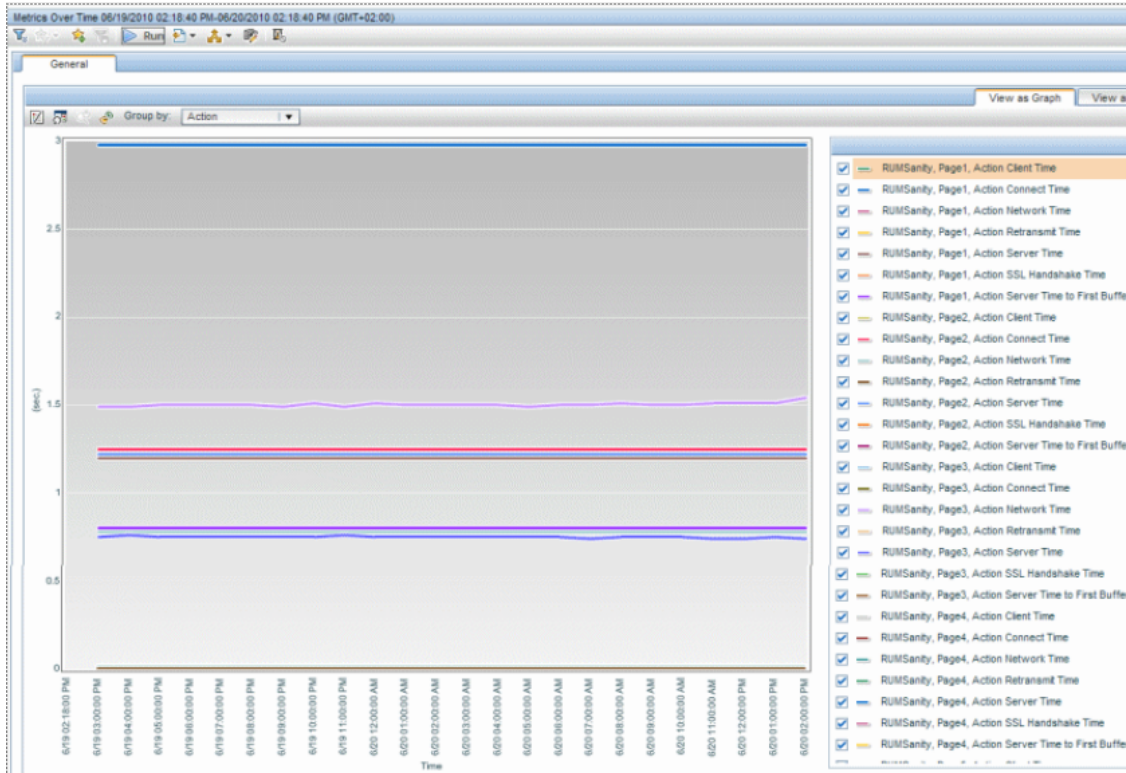
In BSM, select **Applications > End User Management > Analysis Reports > Triage Report**.



• 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 Reports > Metrics Over Time**.



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

Just add your feedback to the email and click send.

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We appreciate your feedback!