HP BSM Service Health Mini-App

For the Android and iOS operating systems

Software Version: 1.0.0

Getting Started Guide

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Introduction

The Service Health mini-app allows you to constantly monitor and isolate problems related to your applications using your mobile device, and receive real-time notifications in case of problems.

The mini-app displays a **Watch List** of the CIs that are most important to you. First you select which CIs to monitor, then you view their health status in the Watch List. You can sort the CIs in the Watch List according to criticality or last status change, or filter them by status.

The mini-app provides a quick drill-down from the Watch List page to a **Top View** page, which shows the application's hierarchy. From there you can drill-down to view a CI's health indicators that are potential causes of the health status and the HIs of its child CIs that do not have an OK status.

The data flow scheme is as follows:
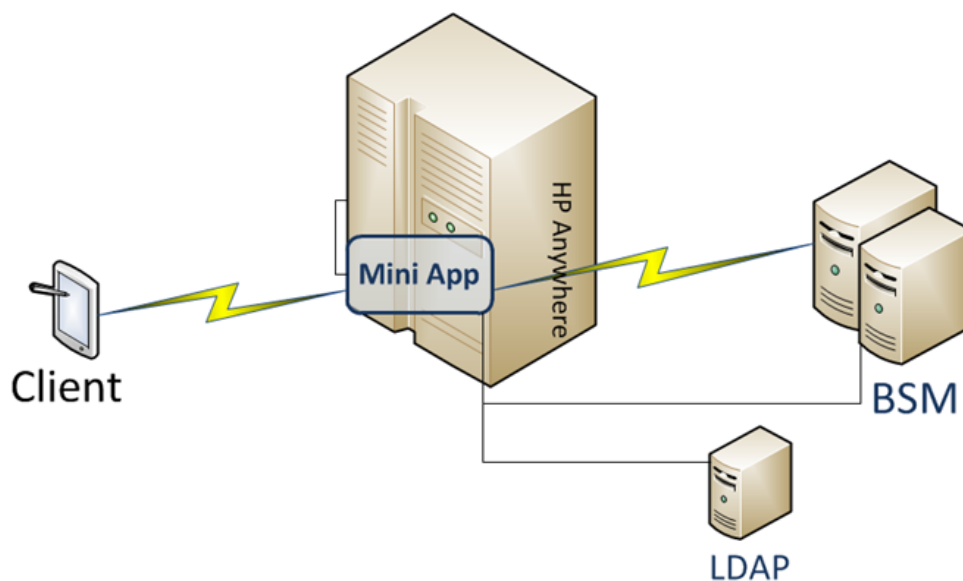
Installing the Mini-App

The Service Health 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-SH mini app flow from the end-user mobile device through the HP Anywhere Server to BSM using LDAP:
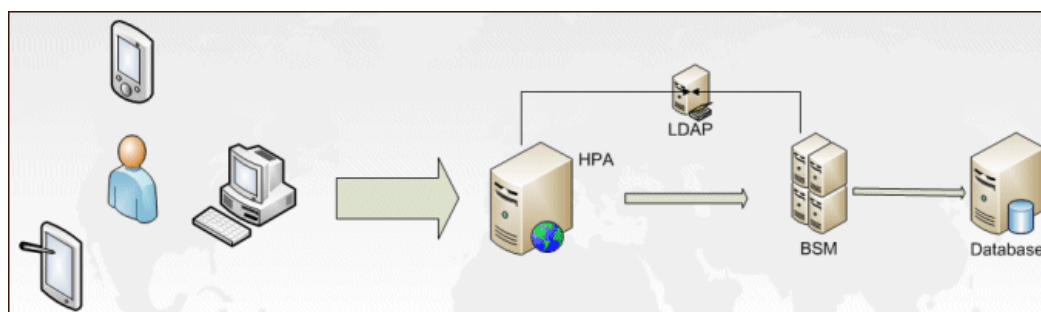
   - **Non-LDAP:** If you do not want to connect using LDAP, the authentication will be using HPA user management.

3. Before proceeding, ensure that Java v1.7 is installed on the machine on which you are installing HPA.

4. On the HP Anywhere server, access https://hpln.hp.com/. Download the file **hpa-sh-miniapp.zip**, and install the app on the HP Anywhere server. For details, see *HP Anywhere Administrator Guide*.

5. Configure the Service Health mini-app in the HP Anywhere Admin Settings. In **Data Source Configuration**, enter the FQDN URL of BSM. In addition, you can set the maximum depth of CIs retrieved from BSM to improve performance of backend requests (default is 5 levels).

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 URL of the HP Anywhere server, and the user and password from step 2 .

8. Tap the catalog icon to open the catalog, and select and enable the Service Health mini-app. For details, see *HP Anywhere Administrator Guide* and the *HP Anywhere User Guide*.

9. Click ![gear icon] to open the Settings page.

10. Click **BSM SH > Auth**.

11. Enter your BSM login name and password.

12. Go to the **My Apps** page and tap the Service Health mini-app icon ![icon] .

Using the Service Health Mini-App

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

Before you can log in to HP Anywhere on your tablet for the first time, the installation procedure should have been performed. For details, see "Installing the Mini-App" on page 6.

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 Health Mini-App icon to open the app.

3. The first time you open the mini-app, you will see an empty Watch List. Tap the + icon, select a view, and select CIs for monitoring. You can select multiple CIs from multiple views.
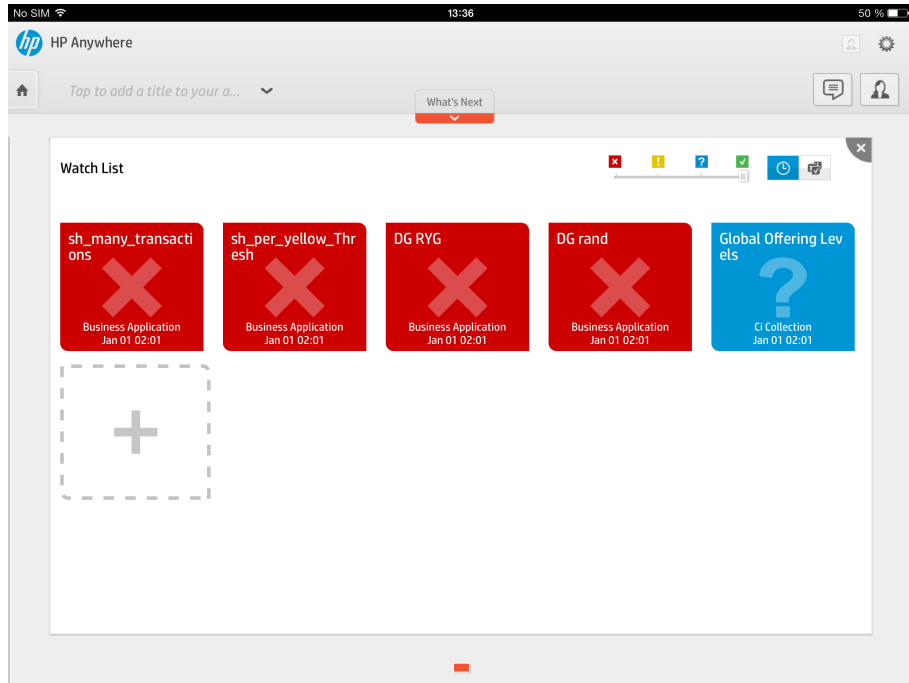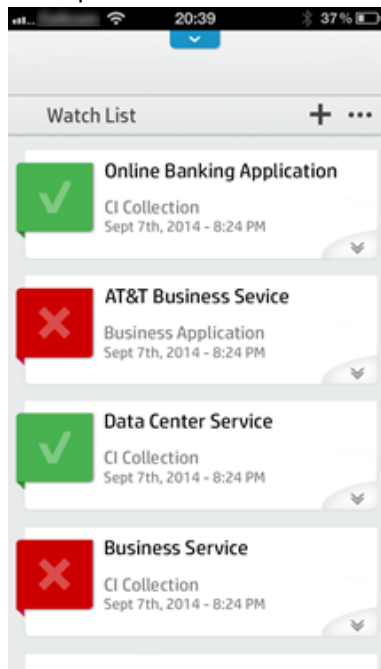
Tablet:

Smartphone:
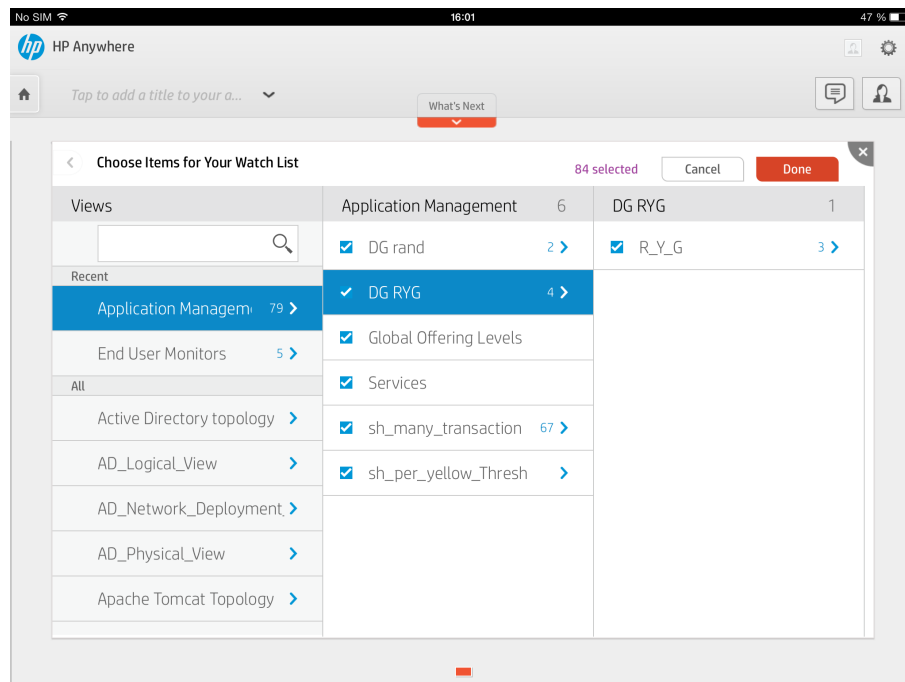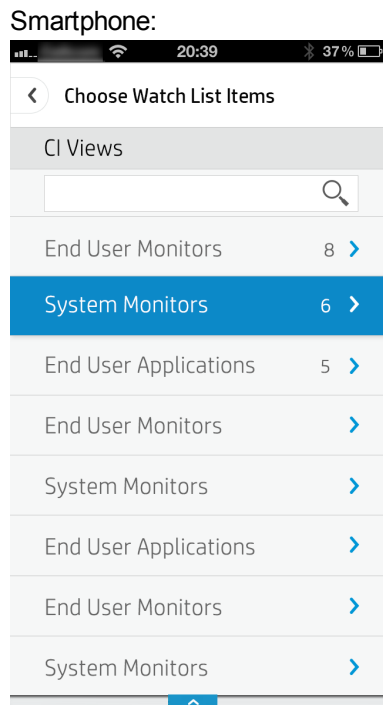
<div style="background:#eee;padding:1em">
Note: Local Impact Views are not supported.
</div>

4. The **Watch List** shows the CIs you are monitoring and their statuses. You can use the slider to filter by severity; you can also tap the buttons to the right of the slider to sort by criticality or by last status change:

Tablet:

Smartphone:

5. Tap a CI to drill down to the **Top View**. Top View enables you to see the business availability of your system components at a glance. On the tablet, the CI status automatically updates. Therefore, the CI bars in the component provide a visual representation of real-time IT performance metrics mapped onto business applications, based on the hierarchy structure defined for each view.
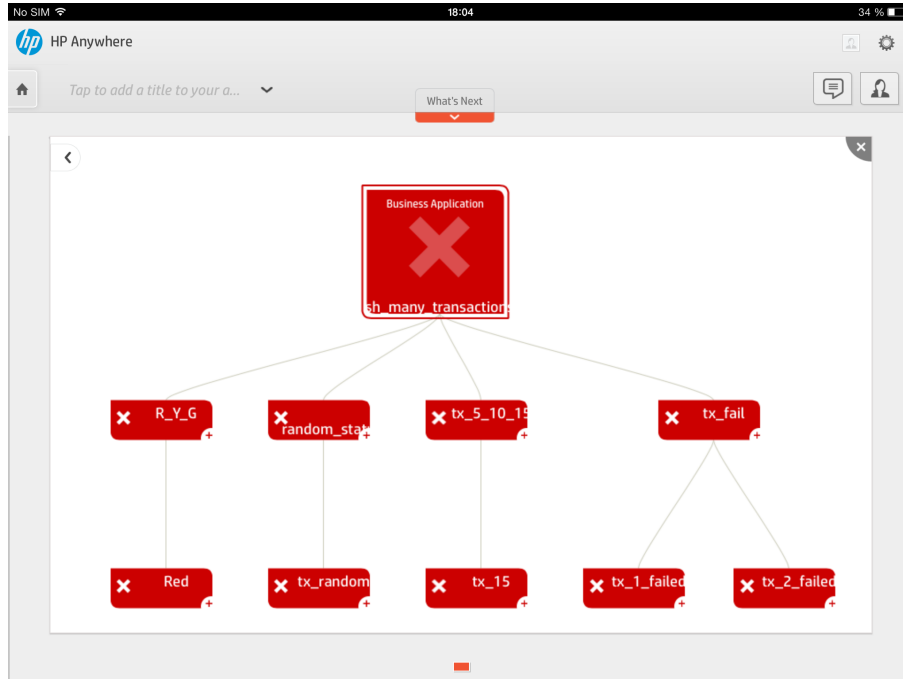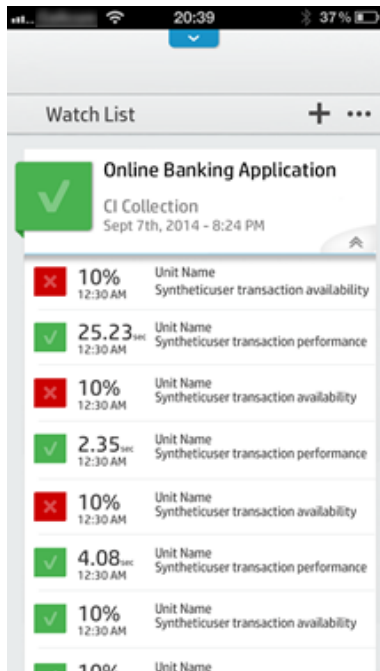

On your smartphone, when you tap a CI, the child list of the CI you tap appears. The CI status does not update automatically. To view the updated CI status, tap **Watch List**.
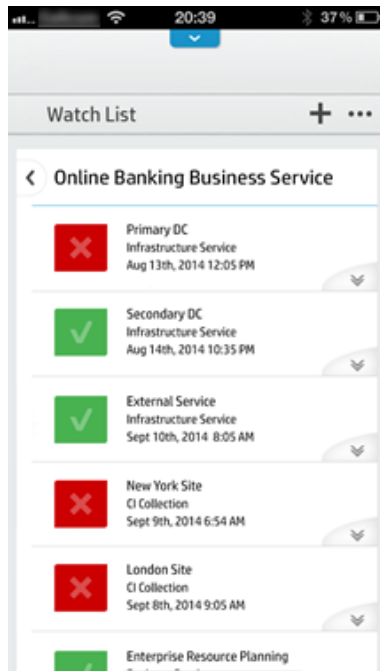
6. Tap a CI in Top View to view its health indicators and the HIs of its child CIs that do not have an OK status.
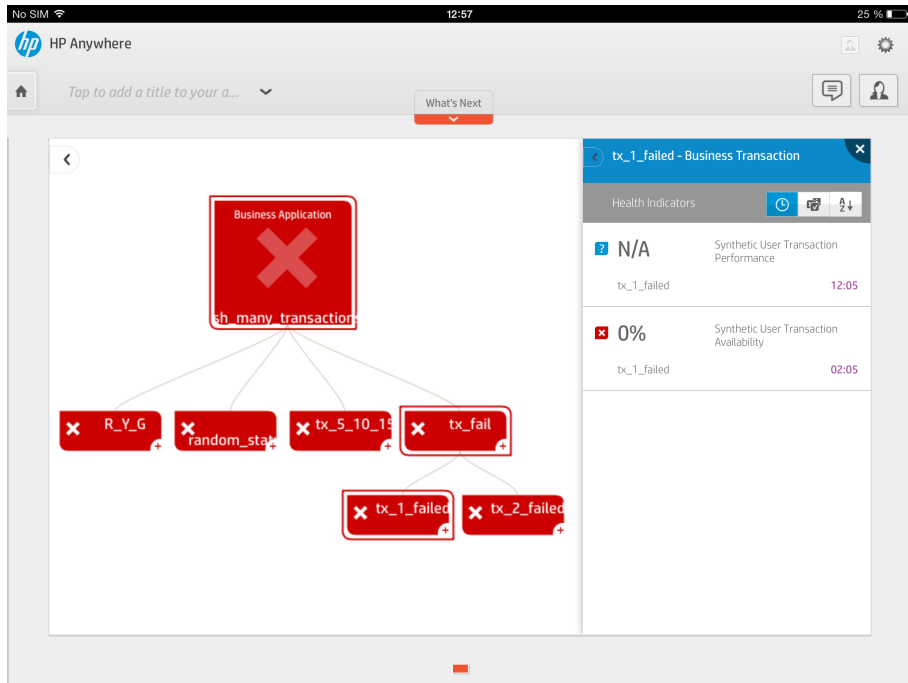
On your smartphone, tap to view a CI's health indicators.

7. You can tap a health indicator to focus on its corresponding CI. You can also tap a child CI to focus on its health indicators (and those of its descendants).

8. Tap   in the Top View page, or   on your smartphone, to return to the Watch List.

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:

- In the Watch List page: **Error communicating with the server. Please try again later.**

- In the Admin page: **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 SH**.

   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 **lwsso**.)

      - **Proxy:** This variable is for debugging purposes. By default, it should be set to **false**. If it

is set to **true**, make sure that Fiddler is running on the HP Anywhere server.
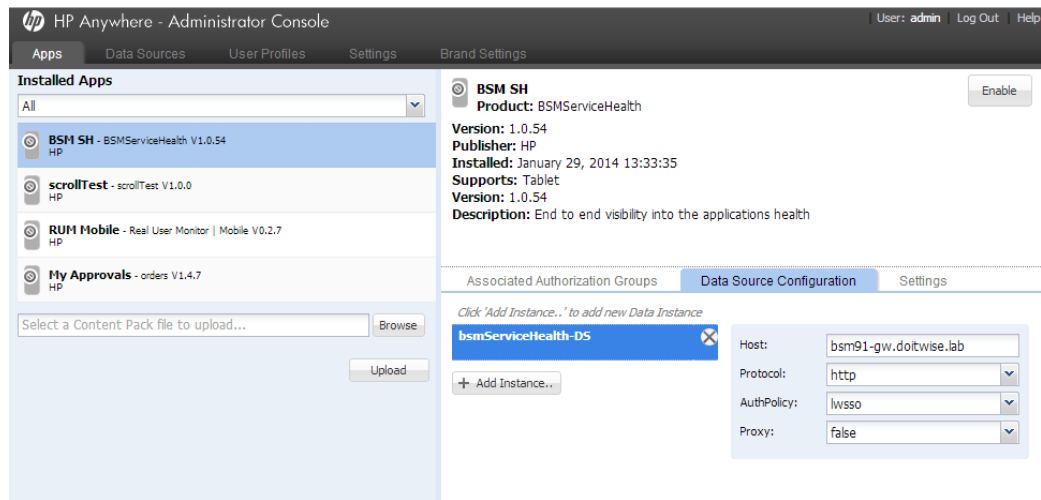
4. Verify that the LWSSO configuration is correct. Make sure that the HP Anywhere LWSSO init string configuration matches the init string configured in the BSM server.

   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/bsmServiceHealth.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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