

HP RUM Mobile App

For the Android and iOS operating systems

Software Version: 1.0

Getting Started Guide

Document Release Date: June 2014

Software Release Date: June 2014



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This document was last updated: Monday, June 23, 2014

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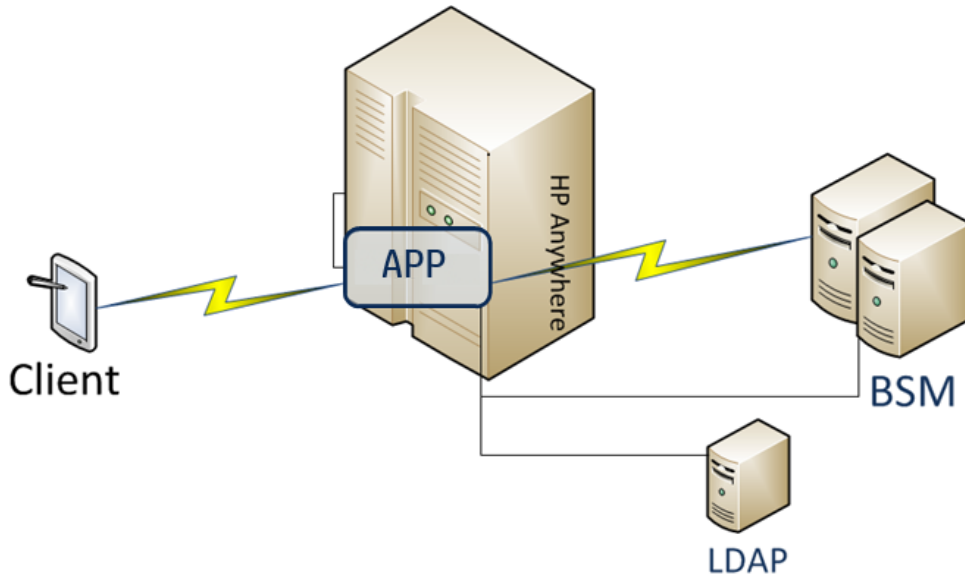
Introduction

The RUM Mobile app allows you to use your mobile device to constantly monitor the performance, availability, and volume of your applications.

The RUM Mobile app displays an overview of your applications and provides a quick drill-down to the following pages:

Mode	Page	Description
Performance	Location	A world map on which balloons represent the 10 worst locations in terms of performance for which data has been reported for the application. The size of the balloons varies according to the number of sessions reported for that location. A key to the balloon size is displayed on the left of the map. The balloons are colored green or red to show the status of that location.
	Requests	A table that displays the number of hits and average response time for each HTTP request.
	Devices	A bar graph that displays the average response time and number of sessions per device.
	OS	A bar graph that displays the average response time and number of sessions per operating system.
	Carrier	A bar graph that displays the average response time and number of sessions per carrier.
	Versions	A bar graph that displays the average response time and number of sessions per application version.
	Availability	Requests
OS		A bar graph that displays the number of errors and number of sessions per operating system.
Versions		A bar graph that displays the number of errors and number of sessions per application version.
Error Log		A list of all errors events that occurred.
Volume	Popular	A list of the most popular HTTP requests.
	OS	A bar graph sorted by the number of sessions per operating system.
	Versions	A bar graph sorted by the number of sessions per application version.

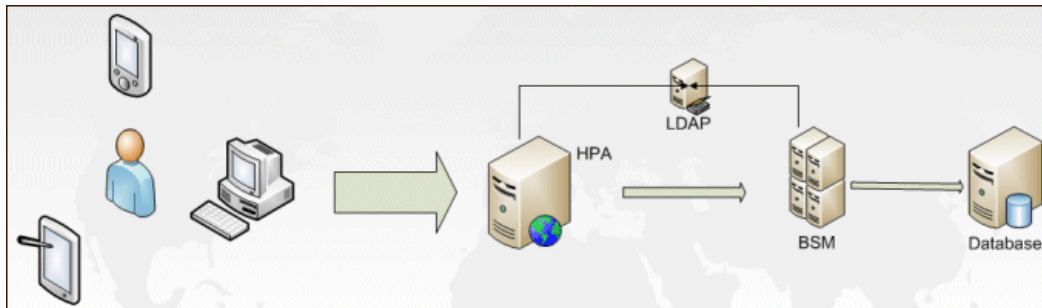
The data flow scheme is as follows:



Deploying the RUM Mobile App

The RUM Mobile app runs on the HP Anywhere platform.

1. Before you begin, you must have installed both HP Anywhere version 10.10 or 10.11 and BSM version 9.24. For details, see the [HP Anywhere Installation and Configuration](#) instructions, and the [Business Service Management Deployment Guide](#).
2. There are two options for BSM - HP Anywhere connection flows: LDAP, or non-LDAP.
 - **LDAP:** The HP Anywhere Server can connect to BSM using LDAP. The following diagram illustrates the RUM Mobile 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 use HP Anywhere user management. The same user name should be defined both in HP Anywhere and BSM. The password defined in HP Anywhere will be used for authentication.
3. The RUM Mobile app uses the LWSSO framework for authentication and authorization. Configure LWSSO definitions in the HP Anywhere Admin Settings. In the **InitString** field, enter the same value as configured in BSM. For details about the **InitString** field in BSM, see *Single Sign-On* in the [BSM Platform Administration Guide](#).
 4. Access <https://hpln.hp.com/>, download the file **rumMobile-cp.zip**, and deploy the app on the HP Anywhere server. For details, see [HP Anywhere Administrator Guide](#).
 5. Configure the RUM Mobile app in the HP Anywhere Administration console. In **Data Source Configuration**, enter the FQDN URL of BSM (see [HP Anywhere Installation and Configuration Guide](#) for more information).
 6. On your tablet, install the HP Anywhere app from the Google Play Store or the App Store (iOS).
 7. Launch the HP Anywhere app.
 8. Enter the URL of the HP Anywhere server and tap >.
 9. Enter the user and password from step 2 and tap **Login**.

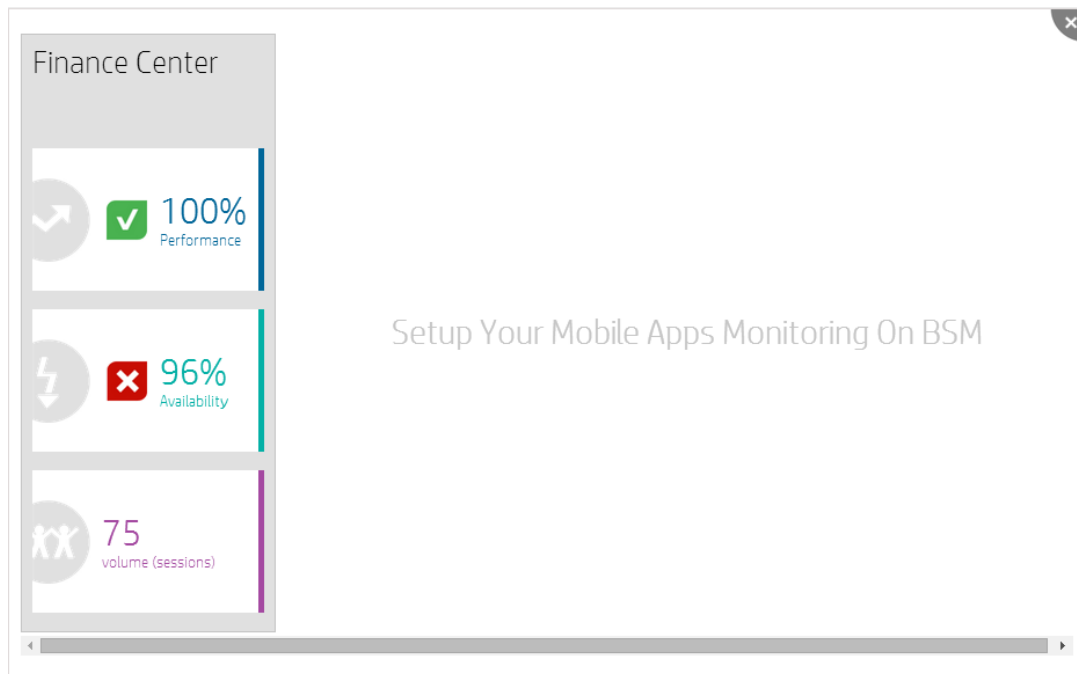
10. Go to the **My Apps** page and open the RUM Mobile app. If it is not listed, tap the catalog icon to open the catalog, and select and then enable the RUM Mobile app.

Using the RUM Mobile App

Use the RUM Mobile app to monitor the performance, availability, and volume of your applications' health.

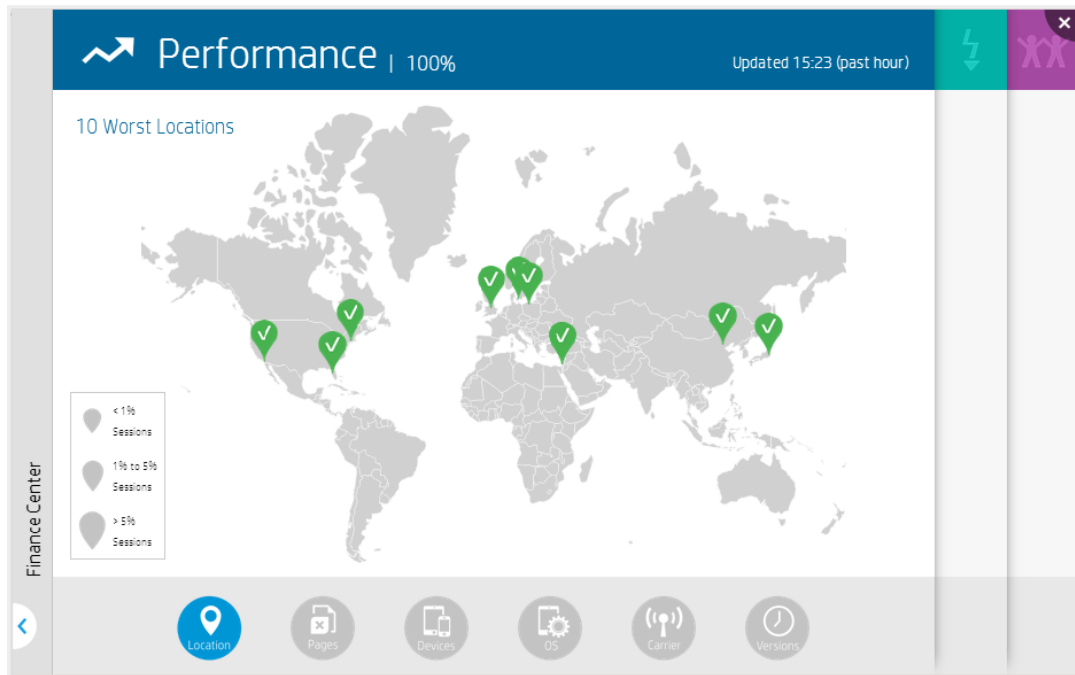
Before you can log in to HP Anywhere on your tablet for the first time, the installation procedure should have been performed. For details, see "[Deploying the RUM Mobile App](#)" on page 7.

1. Tap the HP Anywhere icon on your tablet. The first time you access the app:
 - a. Enter the URL of the HP Anywhere server and tap >.
 - b. Enter your user and password and tap **Login**. The My Apps page displays a list of the apps installed on your tablet. If the RUM App icon does not appear:
 - i. Tap **Catalog**. A list of applications appear.
 - ii. Locate and tap **RUM Mobile**.
 - iii. Tap **On** to enable the RUM Mobile app. The RUM Mobile icon appears on the My Apps page.
2. Tap the RUM Mobile icon to open the app. The Application Overview page displays an overview of all your applications and their performance, availability, and volume.




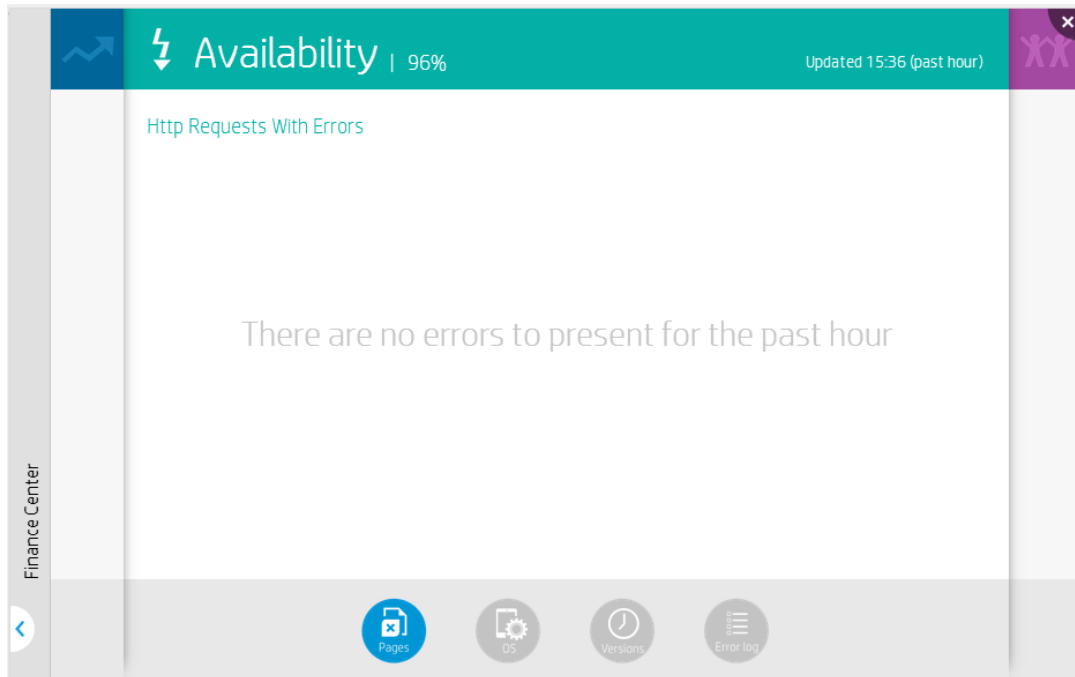
3. To view performance details for an application, tap the application's performance icon. The

Performance - Location page appears.




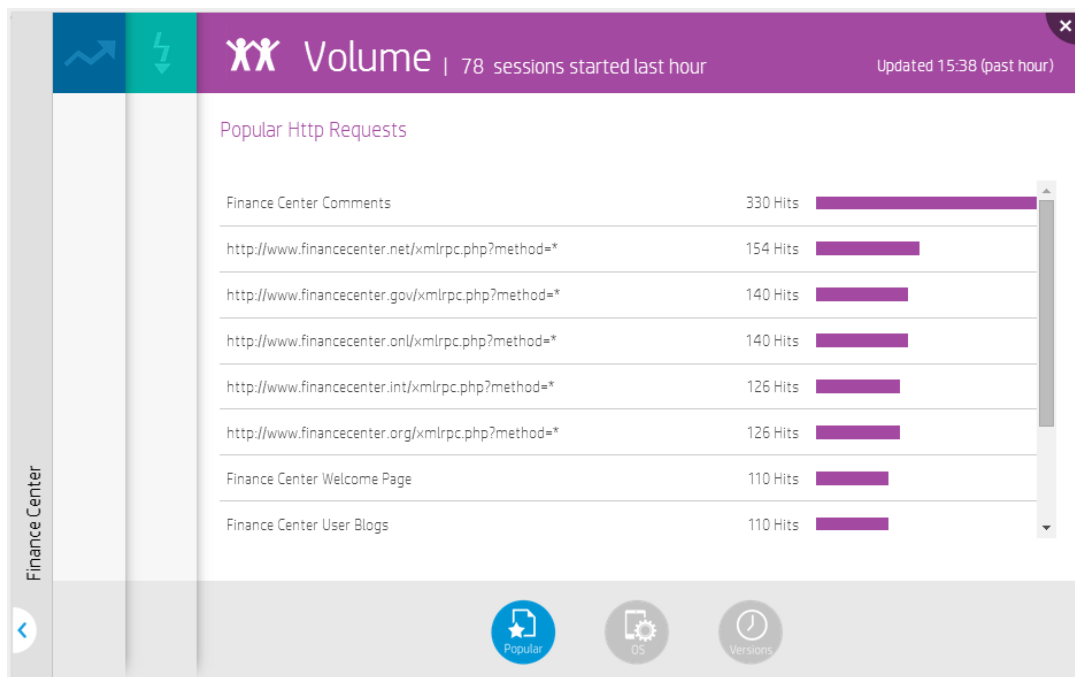
4. To view additional performance information, tap the icons at the bottom of the page.


5. To view availability details for the application, tap the green icon  in the top right corner. The Availability - Pages page appears.



6. To view additional availability information, tap the icons at the bottom of the page.

7. To view volume details for the application, tap the purple icon  in the top right corner. The Volume - Popular page appears.



8. To view additional volume information, tap the icons at the bottom of the page.
9. To return to the Application Overview page, tap  in the bottom left corner.

Troubleshooting

Error Communicating with the Server

Error Retrieving the Views from the Server

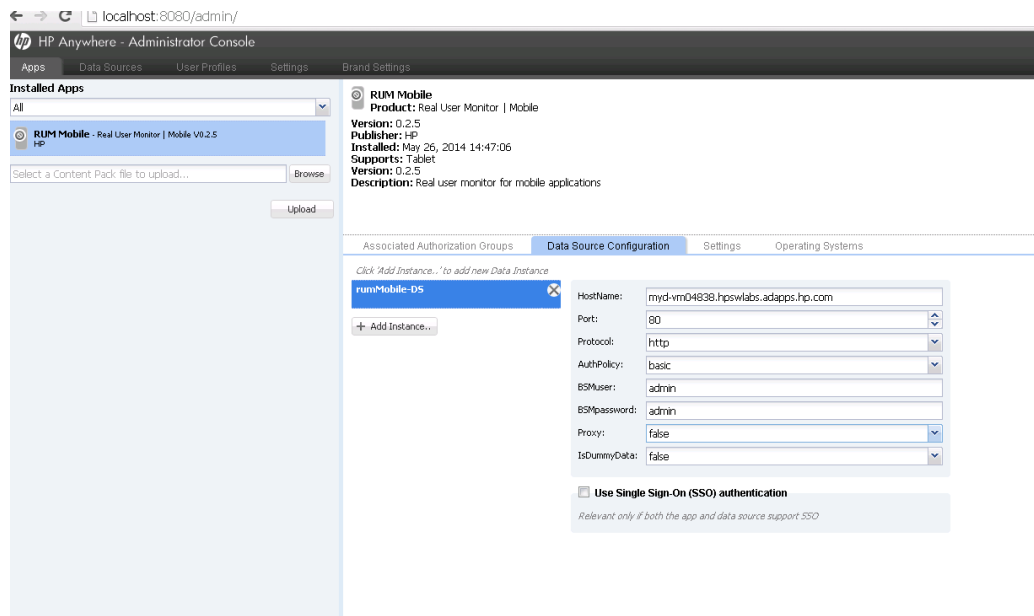
The following messages appear when the application cannot connect to the BSM server:

- **Oops. There is currently a problem connecting to BSM so we can't show your apps... 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 **RUM Mobile**.
 - 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 n BSM. (This should be **lwsso** or **basic**.)

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



4. Check that ;the authentication policy is the same as the authentication policy in BSM. If using LWSSO, 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](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/](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/rumMobile.log.**

6. If you are not able to resolve the problem, send the log file and any additional details to HP Support.

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Feedback on Getting Started Guide (RUM Mobile App 1.0)

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Getting Started Guide
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