HP Business Service Management

For the Windows and Linux operating systems

Software Version: 9.23

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.

Getting Started With BPM - Best Practices Chapter 1: Introduction

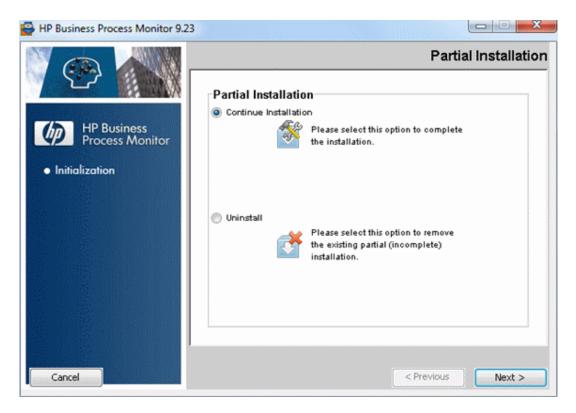
Chapter 2: Installing BPM

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_9.23_setup.exe**. The BPM Setup wizard appears.
 - Image: A state of the state
- 4. In the first screen, select your language and click **OK**.

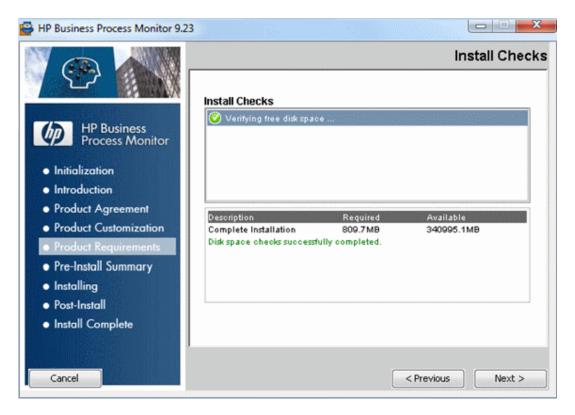
5. In the Initialization screen, select Partial Installation and click Next.



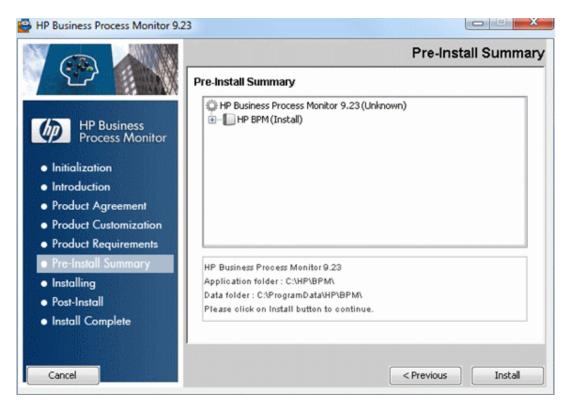
6. In the Product Customization screen, accept the defaults folders or browse to and select the application and data folders and click **Next**.

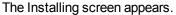


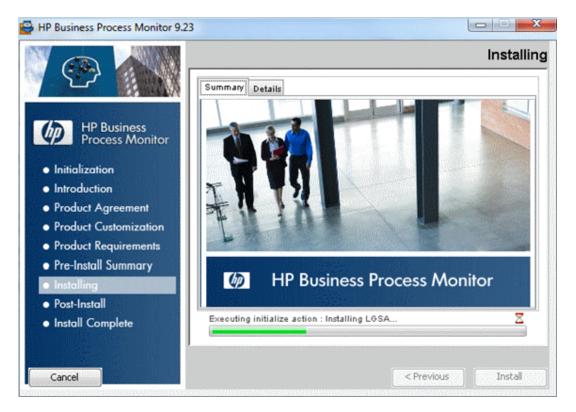
7. In the Product Requirements screen, verify that there is enough disk space for the installation and click **Next**.



8. In the Pre-Install Summary screen, verify that the application and data folder paths are correct and click **Install**.







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

9. 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:

10. 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

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

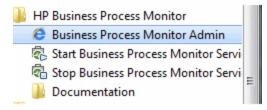
11. In the Instance Definition screen, select **Define Instance** and type your BSM details. The Location name is used for script assignment, so give it a meaningful name (for example, New York, Office).

HP Business Proce	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	
3/1	< Back Next > Close	Help

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

Run as User	Finish
Server	Configuration Wizard Status
Authentication Instance Definition	The Configuration wizard settings were successfully set
Preview	
Finish	

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



If an error message appears as shown below, it is probably due to your client Java version. Make sure you have Java version 1.7, or above. You can download the most recent Java

→ C Dicalhost:2696	
Business Service Management - Busine	ss Process Monitor Admin
rror. Click for details	Java Console
	Imin/client/applet/BpmAdminApplet : Unsupported major.minor version 51.0 ethod) own Source) Source) Unknown Source) m Source) O(Native Method) (Unknown Source) vrce(ClassHelper(Unknown Source) Unknown Source) wrce) ClassHelper(Unknown Source) Unknown Source)

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

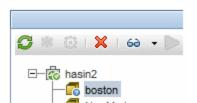
← ⊕ Ø http://localhost.2696/				0 - 20 🤇
Business Service Management - Business Process A	Nonitor Admin			
Tools ▼ <u>H</u> elp ▼				
Browse Search	Instance: NewYork			
	General Information			
日一禄 hasin2	Display name:	NewYork		
	Health:	ок		
	Last update configuration request	Oct 29, 2013 4:	34:59 PM	
	Last configuration update	n/a		
	Instance ID:	Site2		
	Run Units			
			nsaction flows for which individual schedules are or f an active application is considered to have its own	
	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.
- 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 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 Wi	zard			×
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.

xs ▼ <u>H</u> elp ▼						
Browse Search	Instance: boston					
🍹 🗮 🔅 I 🗙 I 😂 👻 📄 🖉 I 🚱 I 👉 🛅	Business Service Managemen	t Registration Properties				
⊟–@ hasin2	* Display name:	boston				
- 🔂 NewYork	* Gateway Server URL:	http://mysbam/topaz				
	* Host name:	host2				
	* Job poll interval (minutes):	2				
	* Time poll interval (minutes):	60				
	Run as a Specific User Note: Instance Level Specific U User name: Password: Domain: Security Settings	Jser can not be defined when whole agent	runs as user			
	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			
G * 🕮 🗙 🕹 🗸 🕨 🖉 🕼 🗸 🖬	General Information			
⊟– 🖗 hasin2	Display name:	boston		
NewYork	Health:	ок		

Chapter 4: Creating Scripts in TruClient and Defining Transactions

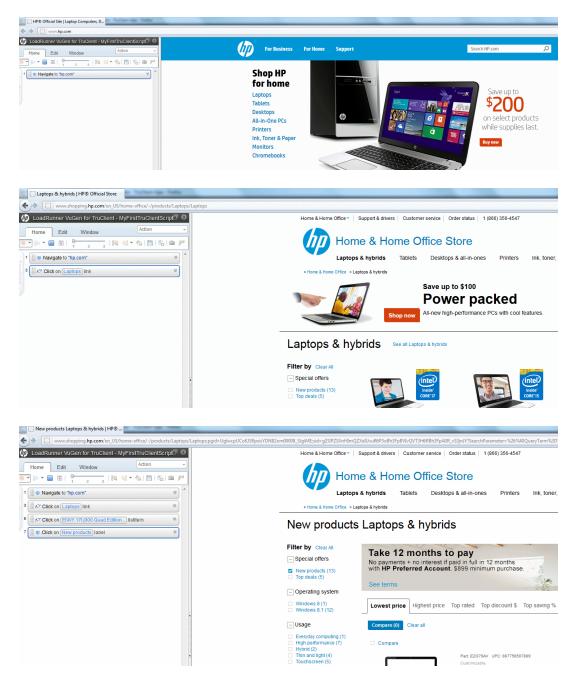
Note: If you are using script services from other team members or companies, you can download the Business Process Template for BPM Scripting Requests from the HP Software Support Online (SSO) Manuals site (http://www.hp.com/go/hpsoftwaresupport) to define your script requirements.

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

tion Explorer	▼ ₽ × Start Page		al User Generator	
	Create a New			?
	Category:	Protocol:	Filter:	
	✓ VuGen Multiple Pro Single Prot		 SAP - Click and Script SAP - Web SAP GUI Siebel - Web Silverlight SMTP (Simple Mail Protocol) TruClient Ajax - Firefox 	 TruClient Ajax - IE TruClient Ajax - Mobile Tuxedo VBScript Vuser Web - Click and Script Web - HTTP/HTML Web Services
	Script Name: Location: Solution Name: Solution Target: <u>Protocol Advisor</u>	MyFirstTruClientScript C:\Users\hasin\Documents\VuGer Enter a solution name or leave blai	•	Create Cancel

- 4. Click the Develop Script button <a>Develop Script to start your recording. A Firefox window appears.
- 5. Click the red 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**.

Transaction Editor		×
Transactions	Properties	5
X Navigate to HP Laptops	General Name:	LaptopsApply
	Start Point	
	Step:	3. Action:Click on Laptops link 🔹
	Event:	Action started
	End Point	
	Step:	3. Action:Click on Laptops link
	Event:	After step ended
		Close
		Close
🌀 🗔 New products Laptops & hybrids HP®		
		oKJSRpxisYDNB2om00008_5IgiME;sid=gZGPZSXnHImQZXeUVvuR6P3oBh3FpBVIvQVT3H6RBh3FpA0R_vS3jnJY?SearchParameter=%26%
IcoadRunner VuGen for TruCilent - MyFirstTruCilentScripf MyFirstTruCilentScripf	-	Home & Home Office Support & drivers Customer service Order status 1 (866) 356-4547

Home Edit Window Action ●	Home & Home Office Store Laptops & hybrids Tablets Desktops & all-in-ones Printers
3 #2 Click on (Laptops) link 5 #2 Click on (Laptops) link	New products Laptops & hybrids
7 Click on New products label	Transactions Properties
9 Elick on (Home & Home OfficeSupport)	K K

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

Transaction Editor	1.0	×
Transactions	Properties	3
Navigate to HP	General Name:	Laptops Apply
	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:	
		Close

9. After defining your transactions, save your script.

🖉 🗋 New products Laptops & hybrids HP®	
www.shopping.hp.com/en_US/home-office/-/products/Laptops/Laptops;pgid=UglwcpUCoKJSRpxis	YDNB2om00008_SJgiME;sid=gZGPZ
🅼 LoadRunner 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	
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 Elick on New products label	Top deals (5)
9 Click on (Home & Home OfficeSupport)	 Operating system
-	 Windows 8 (1) Windows 8.1 (12)
	- Usage
4	 Everyday computing High performance (Hybrid (2) Thin and light (4) Touchscreen (5)
	- 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.

\delta MyF	irstTr	uClientScript - HP \	/irtual User Gener	ator - TruClient	nt Ajax - Firefox
Ø	File	- Edit - V	iew – Search	n – Design	n – Record – Replay – ALM –
Solutic	*	New Script and Sc Open Add Close	lution	Ctrl+N	Script Cefai Cefai Script-Vie ×
		Save Script Save Script As Save All Scripts Save Solution As		Ctrl+S Ctrl+Shift+S	The Script-View you see her For creating, viewing, modi
	G	Reload file		Ctrl+Shift+U	
		Print Print Preview		Ctrl+P	at the left. Starting Fire the current script as-is, w
	_	User-Defined Tem	plates		***************************************
		Manage Zip Files			Mag Import from Zip File
	: _+	Recent Scripts and	d Solutions		Export to Zip File Zip and Email
	×	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.

Business Service Management - End	User Management Administration
♦ ♦ MyBSM Applications Admin Help	o ▼ Site Map
Monitoring	
Monitoring Script Repository Alerts	Settings
Browsel Search and Replace	End User Management Administration
Ø * • I III X III X • Ø • End User Monitors ▼	You use End User Management Administration to configure and manage the applications you wan Business Process Monitor (BPM) and Real User Monitor (RUM).
CI BPM RUM	The following CI types are used to build the EUM configuration model:
End User M G Refresh F5	Business Application An actual application to be monitored.
t - o app2 ★ Add	CI Collection
E- app3 Properties	Application and its BPM Configuration
🕂 🖸 jpet 🐰 Cut Ctrl-X	So Applicat Click to create an Application and its BPM configuration
Paste Ctrl-V	End User Group and its RUM Configuration
□ □ noami □ □ tx_5 × Delete	
- 🚇 🗸 🧷 Management Operations 🕨	Business Transaction Flow
- 🚇 tx_15	A logical user flow in an application.
- 🕒 tx_5	
E- O testing non monitored	Business Transaction
testingnoDefaultTimeZone	An individual transaction in a business transaction flow. transactions included in the scripts assigned to a busine

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.

Application Properties	Default Transaction Settings
Default	Enter the default threshold settings for the application
Transaction Settings	Default Transaction Thresholds
Set Transaction Monitor Scripts	* OK : Less than 8.0 sec.
Application Data	Minor : Between 8.0 - 12.0 sec.
Collectors Set Transaction	* Critical : Greater than 12.0 sec.
Thresholds	* Outlier : Greater than 45.0 sec.
Define Script Parameters Values	* Availability: 90.0 %
Preview	Ignore Outlier values
Finish	
	Default Transaction Breakdown
	Enable breakdown Report additional error information Perform component breakdown Enable Diagnostics / TV breakdown Enable Siebel breakdown Enable SOA breakdown
<u>a</u>	< Back Next > Finish Cancel Help

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

Default Transaction Settings Set Transaction Monitor Scripts Application Data Collectors Set Transaction Thresholds Define Script Parameters Values Preview	Define the application transaction monitor scripts Create a Business Transaction Flow CI for er Group all scripts under one Business Transa Susiness Transaction Flows status: Preview To manage scripts go to the Script Repository Available Scripts Root Root	ach script ction Flow CI named:		Selected Scripts
Transaction Set Transaction Monitor Scripts Application Data Collectors Set Transaction Thresholds Define Script Parameters Values Preview	Coroup all scripts under one Business Transa Business Transaction Flows status: Coronanage scripts go to the Script Repository Available Scripts	ction Flow CI named:		
Set Transaction Monitor Scripts B Application Data Collectors Set Transaction Thresholds T Define Script Parameters Values Preview	Preview To manage scripts go to the Script Repository Available Scripts	O Inactive		
Monitor Scripts E Application Data Collectors S Set Transaction Thresholds T Define Script Parameters Values Preview	Preview formanage scripts go to the Script Repository Available Scripts			
Collectors Set Transaction Thresholds T Define Script Parameters Values Preview	To manage scripts go to the Script Repository Available Scripts * B-Root	Browse Search		
Thresholds Thresholds Define Script Parameters Values Preview	Available Scripts *	Browse Search		
Parameters Values Preview	*	Browse Search		
Values Preview	E Root			A 4 I 5 6
	E Root			
	🗄 🛅 basic			Name Version Script Repository Path
Finish				
			and and a	
			and the second	
				Select scripts from the tree
L				

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

Application	Set Transaction Monitor Scripts	
Properties	Define the application transaction monitor scripts	
Default Transaction	Oreate a Business Transaction Flow CI for each script	
Settings	O Group all scripts under one Business Transaction Flow CI named:	
Set Transaction Monitor Scripts	Business Transaction Flows status:	
Application Data Collectors	Preview	
Set Transaction Thresholds	To manage scripts go to the Script Repository	
Define Script	Available Scripts Browse Search	Selected Scripts
Parameters Values	*	A 😓 I 🗊 😭
Preview	E Root	Name V Script Repository Path
Finish	-& MyFirstTruClientScript -& aweb3_simple_1Tx_fail	MyFirstTruClientScript 1 \root\basic\
	aweb3_simple_11x_tail	

- 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 Coll	lectors
Host	Location		Host	Location
hasin1	noam1 location		host1	New York, Office
MYDVM0832_1	Hawaii		host2	Boston, Office
SCDAM011	Paris			
SCDAM011_1	Paris			
		>		
		loon and		
		4		
		 		
		m		

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

roperties		otors	and the second				
efault	Define and configure the default data of	collectors that monitor the Application. These monitor	ors will automatically be assigned to monitor the a	application's business transaction tows.			
ansaction	* 🖉 🗙						
ettings	Host	Location	Version	Schedules	Business Transaction Fl.,		
t Transaction							
onitor Scripts	host1	New York, Office	9.23	Every 15 minutes, all week, all hours	MyFirstTruClientScript		
oplication Data	host2	Boston, Office	9.23	Every 15 minutes, all week, all hours	MyFirstTruClientScript		
fine Script							
fine Script rameters lues							
fine Script rameters lues sview							
fine Script rameters lues eview							
resholds fine Script rameters Jues eview hish							

- 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.

	CONTRACTORIA CO		an Gaasan Gaasan Gaasa	Browse Search and I	Replace
3 * • 1 🖆 🐰 📋 1 🗙	- / -				
End User Monitors	-				
End Oser Monitors					
		CI		BPN	RUM
End User Monitors					
Internal_bac_monitoring	9			0	
🕂 🖸 test				0	
				0	
test_RC					

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

	4
CI Properties Business P	rocess Monitor Real User Monitor Alerts Location Offset
CI Properties Business P	rocess Monitor Real User Monitor Alerts Location Offset
CI Properties Business P	rocess Monitor Real User Monitor Alerts Location Offset
CI Properties Business P Clear Alert	Actions Notification Frequency

3. Click the Trigger Condition tab.

約 New BPM Tra	insaction Alert			A sub-sec depth film.
Alert name: * CI: Severity: Status: Trigger Condi Event-Base Transacti Transacti Transacti Transacti Availability Transacti Availability Avariase Average t Average t Any of the ab Data Groupin	App Availability Internal_bac_monitoring Major Active Inactive Internal_bac_monitoring Active Inactive Inactive Internal_bac_monitoring Active Inactive Inactive Inactive Internal_triggers	entage of transactions	ntage of transactions	
Definition Deta	ale a		0000	0
when trig Notificatio	ndition alert if transactions fail iger conditions occur <u>at least 3 times</u> n Frequency rt for every triggered occurrence	out of 5		

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 Tra	nsaction Alert			
Alert name: *	App Availability		User message:	
CI:	Internal_bac_monitoring		2	
Severity:	V Major			
Status:	Active O Inactive			
Trigger Cond	tion Filters Actions	Advanced Settings		
Filter By:				
✓ Transaction	IS			
Locations				
Mobile Devi	ces			
Definition Deta	ile			0000
Trigger Co	ndition alert if transactions fail			
	ger conditions occur at leas	t 3 times out of 5		
Filter				
Limit the	alert to <u>fail_trans -> fail_tran</u>	s transactions		
	n Frequency			
Send ale	t for every triggered occurr	ence		

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

🛓 New BPM Tra	nsaction Alert	_	_
Alert name: * CI:		Useri	
Severity:	W Major	•	
Status:	Active O Inactive		
Trigger Condi Recipients Send to spe Event Creat Generate E External Au Access UR Send SNMP Run execut	ecified recipients ation vent ctions Ls ⁹ trap	Advanced Settings	

- 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.

4	New BPM Trar	nsaction Alert	A . B . Constanting
	Alert name: *	App Availability User message	x
	CI:	Internal_bac_monitoring	
	Severity:	W Major	
	Status:	Active Inactive	
	Trigger Conditi	ion Filters Actions Advanced Settings	
	Send clear (f	follow up) alert notification	
	Override	the original executable file when the clear alert is sent	
	Dependenci	ies	
	Make alerts	dependents of current alert	
	Notification	Frequency	
	Send alert fo	r every triggered occurrence	
	O Send no mor	e than one alert for every 30 minute(s)	
	Send no more	e 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 30 minute(s)
O 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.

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51	15	16	17	18	19	20	21
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• 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 SSO 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 X Top View X Topology Map X	Custom Image X	G 🗘 🖒 🗋 Sel	ect Page	- 3 🖗	1 🕈 🖓 🔜 👁 👰				
Hierarchy									
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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.

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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
error_404	bpm app1	-	-	-		-	-	-		-	-	-	F	-	F	-	-	-	-	-		-	-	-	-
DuplicatedObjects	bpm app1	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DuplicatedObjectsFrom2Folde	bpm app1	-	-	-	-		-	-		-	-	-			-	-	-	-	-	-		-	-	-	
DuplicatedObjectsFrom2Sites	bpm app1	-	-	-		-		-		-						-					-	-	-	-	-
delay_2_sec	bpm app1	-	-	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-		
delay_4_sec	bpm app1	-		-		-	-	-			-	-		-		-	-	-	-	-		-	-	-	
Delay_6_sec	bpm app1	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	7	-	-	-	7
)elay_8_sec	bpm app1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
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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.



 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.

itites > BPM Self Monitoring (*New)												
Status Reports Analysis Reports Utilities	Alerts Production A	Analysis Business Proc	cess Recognition Mobil	e Reports								
BPM Self Monitoring ("New) 12/22/2013 06:02:57 PM-12/23/2013 06	PM Self Monitoring (New) 12/22/2013 06 02:57 PM-12/22/2013 06 02:57 PM (GMT+02:00) Jenusalem											
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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	719	98% of received samples contain errors							
ppm app1 (Application)	0	0	0	286								
- Mercury (BTF)	0	0	0	143								
mercury il (Transaction)	0	0	0	143	100% of expected samples are missing							
└── Mercury1 (BTF)	0	0	0	143								
mercury il (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.

🕼 🛛 Business Service Management – User Reports									
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New Custom Report	<u>1 10 6 8 8 0</u>	a 🔽 💋 😕 🖪 🔝							
New Trend Report		Туре							
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from bac		Favorite Filter							
problem in aggregation data retriev	al	Favorite Filter							
starting data		Favorite Filter							

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 Query Builder							
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Header/Footer Preview		itle of your custom report, enable automatic report he time period setting for the report components.					
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	Report Name:*	MyFirstBPMReport					
	Report Description	Ē.					
	Automatic Generation:	Do not generate the report automatically Refresh the report every 10 - minutes					
	Time period:	Our se global setting for all reports					
	_	Use separate time period for each report					
	☑Insert a page break aft	er 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.

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

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	To add	Select Component Category	Select Component Report: BPM Performance Over Time By Transactions Start Time: Use global settings Size: Vide Narrow Position: 1	•
1		×	OK Cancel Help	

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.

j eumcore18.devlab.ad/topaz/jsps/act/ui/comp Add Component Select components to be added to your custom report ar	onents/dialog/dialogStart.jsp?title=&scroll=no&resourceName= d define component settings.	E
Select Component Category	Select Component Report: Metrics Over Time Title: Metrics Over Time View as: Graph Start Time: Use global settings Size: Image: Wide Image: Narrow Position: 2	

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

🥹 Custom Report Wizard -	Mozilla Firefox	X
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✓ Report Properties		
Report Components	Reports	
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Preview	Add and manage your custom report components.	
	To add a report component:	
	 Click the Add New Component button and select your component. 	
	 Highlight a component in the list and click the Edit Filter to see the filt 	er options. If
	+ / 7 × 8=	
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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)
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Sub Component: Moving Averages
Group by: Transaction
Sub Component: General Layout
Group by: Transaction 👻

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**.

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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.

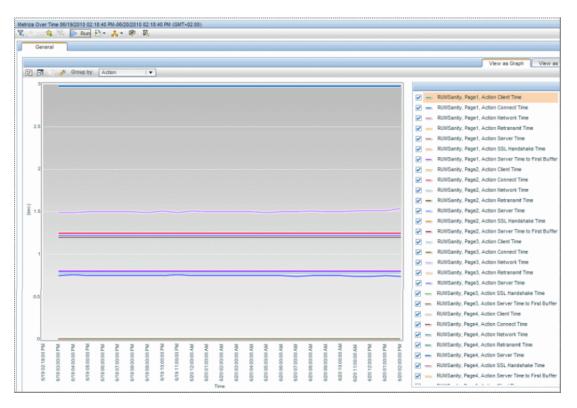
In BSM, select **Applications > End User Management > Analysis Reports > Triage Report**.

Transaction by Location	-1			
Triage Report 💣 💽 👍 🚼				
Transactions	Script Health	Lo	cations	
		Palo Alto	USA Floron Beach	
Collector Health		0	O	
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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.



We appreciate your 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 9.23)

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.