

HP Service Health Reporter

Software Version: 9.40
Windows[®] and Linux operating systems

Synthetic Transaction Monitoring Content Pack Reference

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About This Document

This document provides an overview of SHR and Synthetic Transaction Monitoring Content Pack. This document provides the list of Synthetic Transaction Monitoring reports available with the Synthetic Transaction Monitoring Content Pack.

This document helps you to deploy topology views and install and configure the data source for the Synthetic Transaction Monitoring Content Pack. It provides information on report navigation and metric mapping for report.

Getting Started

This section provides SHR overview, deployment scenarios, and types of reports.

Service Health Reporter (SHR) Overview

SHR is a cross-domain historical infrastructure performance reporting solution. It displays top-down reports from Business Service Management (BSM) Business Service and Business Application, HP Operations Manager (HPOM) Node Group or HP OMi10 perspective to the underlying infrastructure. It also displays bottoms-up reports from the infrastructure to the impacted Business Services and Business Applications or Node Groups. It leverages the topology information to show how the underlying infrastructure health, performance and availability affects your Business Services and Business Applications or Node Groups in the long term. You can navigate from higher level crossdomain reports to detailed domain level reports.

Deployment Scenarios

Following are the deployment scenarios supported on SHR:

- **Deployment with BSM/OMi** - In this deployment, Run-time Service Model (RTSM) is the source of topology information. SHR discovers and synchronizes topology information from OMi. In a BSM environment with underlying HPOM servers, this synchronization technique receives discovered topology data from multiple HPOM systems and updates the Configuration Items (CIs) and CI relationships in the RTSM as soon as changes are discovered. However, you can also use the HPOM D-MoM dynamic topology synchronization technique to discover and synchronize the topology information in RTSM. In an environment with OMi 10.00, SHR uses RTSM to obtain topology information and metrics from HP Operations Agent or HP SiteScope systems that are configured with OMi.
- **Deployment with HP Operations Manager** - In this deployment, the topology information is a group of managed nodes defined in HPOM that are logically combined for operational monitoring. These logical node groups are created by HPOM users to classify the nodes as specific organizations or entities within their enterprise. For example, a group called Exchange Servers can be created in HPOM to organize the specific Exchange Servers and Active Directory nodes for reporting or monitoring purposes. SHR uses the node groups from HPOM for its topology computation.
- **Deployment with VMware vCenter** - VMware vCenter is a distributed server-client software solution that provides a central and a flexible platform for managing the virtual infrastructure in business-critical enterprise systems. VMware vCenter centrally monitors performance and events, and provides an enhanced level of visibility of the virtual environment, thus helping IT administrators to control the environment with ease.
- **Other deployments** - Apart from the basic deployment scenarios, you can collect data from the following sources independently:

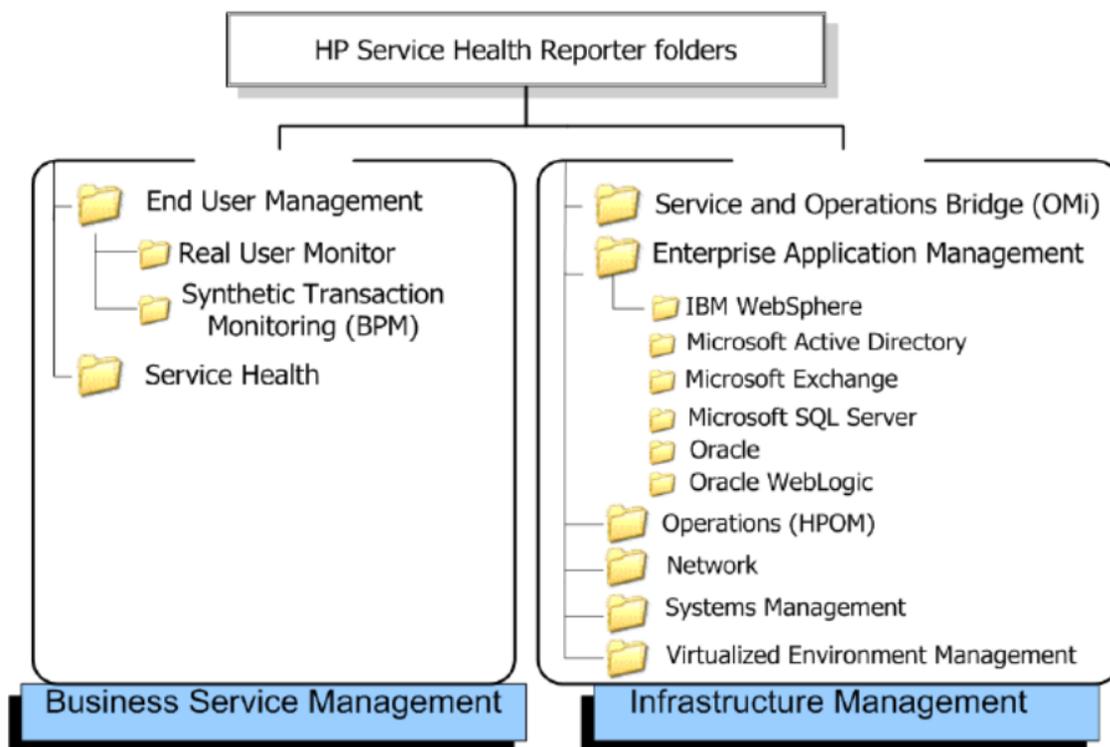
- Deployment with NNMi
- Deployment with a generic database
- Deployment with other applications using CSV

Types of Reports

The reports available in HP Service Health Reporter (SHR) are divided into two broad categories:

- Business Service Management
- Infrastructure Management

The following image shows the supported list of reports folders under both these categories:



To view a map of all the reports available in the Synthetic Transaction Monitoring Content Pack, see [Report Navigation](#).

For more information on HP Service Health Reporter concepts, see *HP Service Health Reporter Concepts Guide* and *HP Service Health Reporter Content Development Guide*.

Synthetic Transaction Monitoring Content Pack Overview

This section provides an overview of Synthetic Transaction Monitoring Content Pack, target audience, and supported data sources.

The Content Packs determine the fact data that are to be collected from the various data sources, and the interval at which the data is collected. Configuration of the data source connections for the installed Content Packs depends on the type of deployment scenario used.

The HP Business Service Management (BSM) portfolio provides a set of integrated, management-layer solutions, each employing a different combination of HP products and applications. The BSM portfolio enables the integration of application, system, network, and business transaction monitoring, helping you to manage application performance and address issues before they impact customers; and connecting dynamic cloud and virtualized services to underlying infrastructure, to provide better visibility into services. The BSM portfolio enables effective problem-solving by the various IT teams and personas in your organization, and across the different systems, network tiers, and software layers in your IT architecture.

For information about BSM, see the *HP Business Service Management Getting Started with BSM* guide.

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

For information about BPM, see the *Business Process Monitor Administration Guide*.

The Synthetic Transaction Monitoring (BPM) reports help you to analyze the health of the enterprise applications and the transaction performance from a synthetic or simulated perspective. The BPM reports display summarized as well as detailed information about the performance, availability, and status of synthetic transactions.

Target Audience

The target audience for the BPM reports are:

- **Director of IT Operations/Services:** They are responsible for the activities of IT Operations including data administration, security, change, and risk management. By analyzing the performance of the business applications and underlying transactions, they can develop IT strategies to bring improvements in business operations and data administration.

- **Applications administrator:** They are responsible for managing the business applications. By analyzing the performance and health information displayed in the reports, application administrators can ensure continuous improvement of the business applications.
- **IT administrator:** They are responsible for managing the underlying infrastructure that support business applications. The BPM reports can help them address network or system-related issues that might affect the performance of the business applications and transactions.

Data Sources for BPM Data

SHR integrates with and collects data from the following BPM data repositories:

- **Management database:** The Management database stores system-wide and management-related metadata for the HP BSM environment.
- **Profile database:** The Profile database stores raw and aggregated measurement data obtained from the HP BSM data collectors. The Profile database also stores measurements collected through BPM.

For more information about the Management and Profile databases, see the *HP Business Service Management Database Guide*.

The BPM Content Pack identifies the list of metrics or facts¹ that SHR must collect from these data sources. The corresponding dimension² data is collected from the RTSM topology source. From the data source, summarized fact data is collected as polled data. This fact data is stored in the database in rate tables as individual records. Therefore, for a 60-minute interval, there will be 12 such records in the tables. SHR then performs aggregation routines on these records and converts the data to hourly, weekly, monthly, and yearly data. This aggregated data is displayed in the reports.

Note: The BPM data that is collected from the Profile database is enriched with the downtime information. SHR does not perform any additional downtime enrichment on this data when displaying it in the reports.

¹In data warehousing, a fact is a value or measurement of a business process. This fact data is stored in a fact table in the database.

²In data warehousing, a dimension is a data element that categorizes the fact data. For example, customer, date, product are all dimensions under which specific fact values are organized. Dimension data is stored in the dimension table in the database.

Deploy Topology Views

To configure SHR to collect domain-specific data, you need to deploy the topology views for Synthetic Transaction Monitoring Content Pack. These topology views contain specific CI attributes that Synthetic Transaction Monitoring Content Pack uses to collect the relevant data.

List of Content Pack and Topology Views to Deploy

The following table lists the topology views to deploy for Synthetic Transaction Monitoring Content Pack:

Content Pack	View Name	Location
On Windows		
BPM (Synthetic Transaction Monitoring)	EUM_BSMR.zip(BSM only)	%PMDB_HOME%\packages\EndUserManagement\ETL_BPM.ap\source\cmdb_views
	EUM_OMi.zip(OMi 10 only)	%PMDB_HOME%\packages\EndUserManagement\ETL_BPM_OMi.ap\source\cmdb_views
<p>Note: If BSM is the deployment scenario, then deploy only EUM_BSMR.zip view in the BSM server.</p> <p>If OMi 10 is the deployment scenario, then deploy only EUM_OMi.zip view in the OMi 10 server.</p>		
On Linux		
BPM (Synthetic Transaction Monitoring)	EUM_BSMR.zip(BSM only)	Business view - \$PMDB_HOME/packages/EndUserManagement/ETL_BPM.ap/source/cmdb_views
	EUM_OMi.zip(OMi 10 only)	OM view - \$PMDB_HOME/packages/EndUserManagement/ETL_BPM_OMi.ap/source/cmdb_views
<p>Note: If BSM is the deployment scenario, then deploy only EUM_BSMR.zip view in the BSM server.</p> <p>If OMi 10 is the deployment scenario, then deploy only EUM_OMi.zip view in the OMi 10 server.</p>		

HP BSM Server

To deploy the topology model views for the Synthetic Transaction Monitoring Content Pack in the HP BSM server, follow these steps:

1. In the web browser, type the following URL:

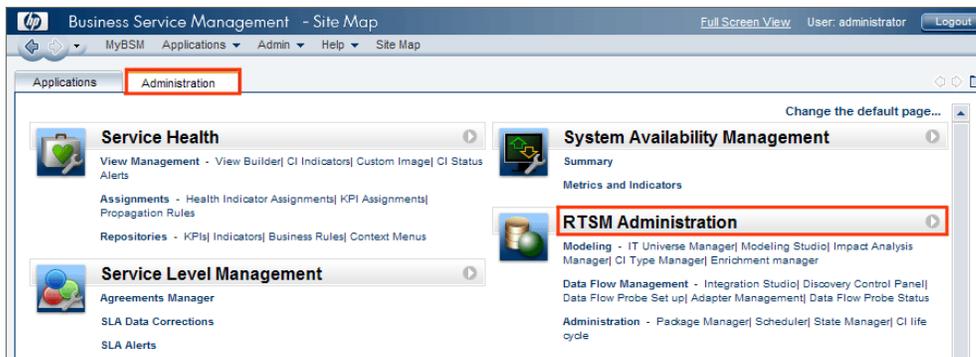
`http://<BSM system FQDN>/bsm`

where, <BSM system FQDN> is the FQDN of the HP BSM server.

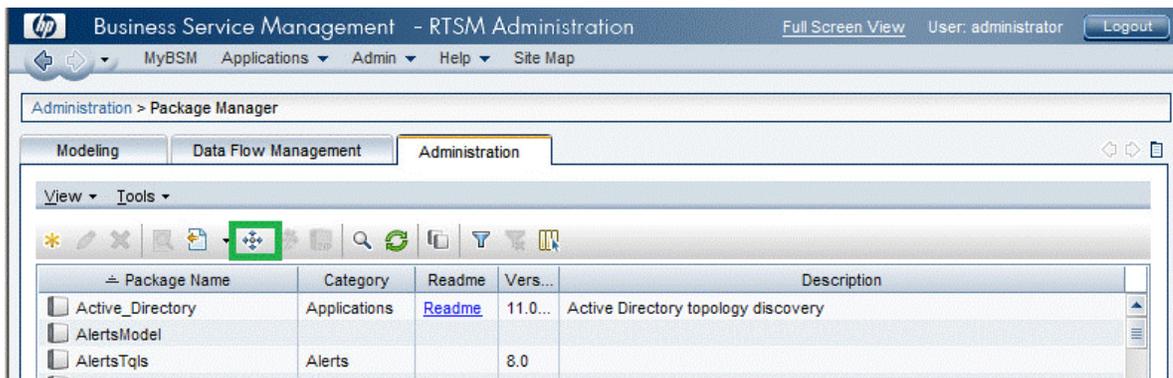
Note: You can launch the HP BSM server from a system where SHR is installed or any other local system. If you are launching from local system, ensure that you browse to the location mentioned in [List of Content Pack and Topology Views to Deploy](#) and copy the required views to your local system.

The Business Service Management Login page appears.

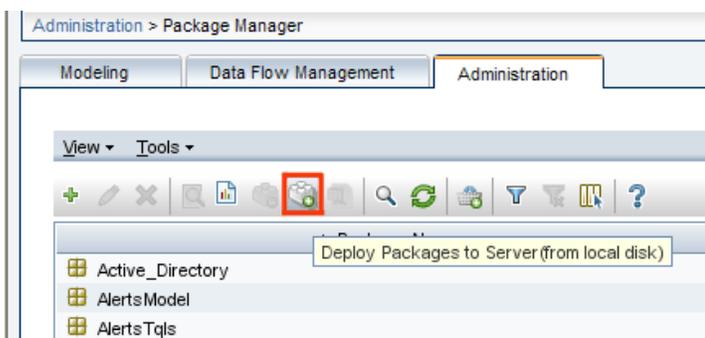
2. Type the login name and password and click **Log In**. The Business Service Management - Site Map appears.
3. Click **Administration > RTSM Administration**. The RTSM Administration page appears.



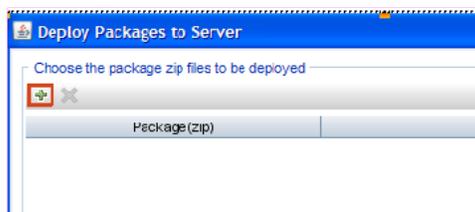
4. Click **Administration > Package Manager**. The Package Manager page appears.



5. Click the **Deploy Packages to Server (from local disk)** icon. The **Deploy Package to Server** dialog box appears.



6. Click the **Add** icon.



The **Deploy Package to Server (from local disk)** dialog box appears.

7. Browse to the location of the Content Pack zip files, select the required files, and then click **Open**.

You can view and select the TQL and ODB views that you want to deploy under **Select the resources you want to deploy** in the **Deploy Package to Server (from local disk)** dialog box. Ensure that all the files are selected.

8. Click **Deploy** to deploy the Content Pack views.

You have successfully deployed the Content Packs views based on the type of deployment scenario selected for SHR.

HP OMi 10 Server

To deploy the topology model views for the Synthetic Transaction Monitoring Content Pack in the HP OMi 10 server, follow these steps:

1. In the web browser, type the following URL:

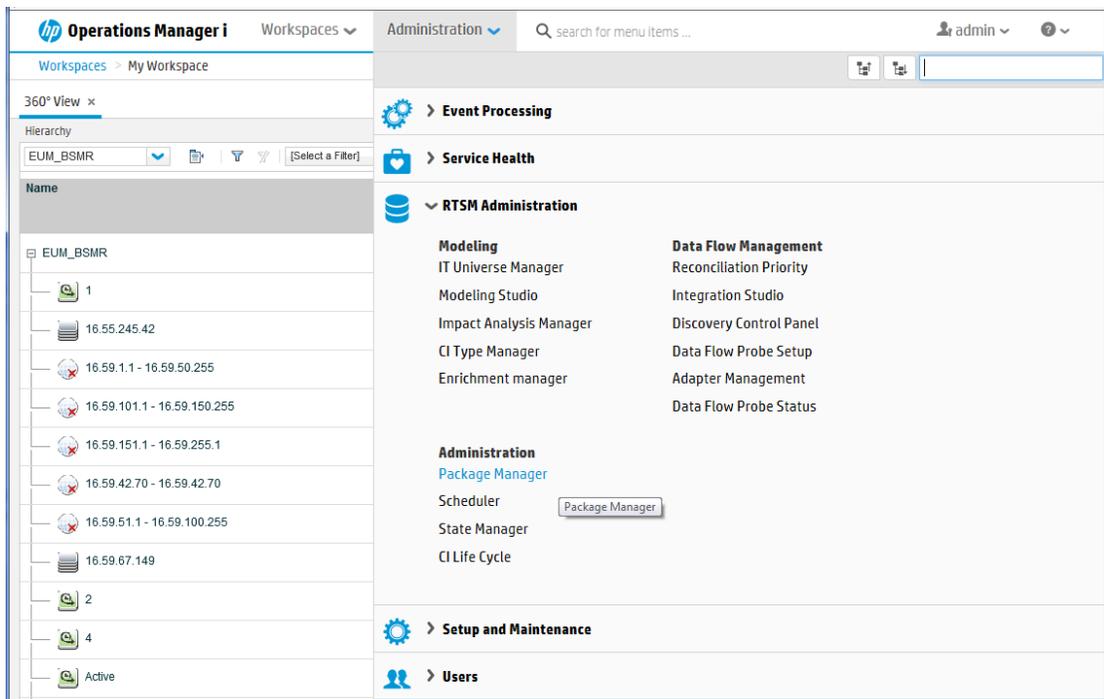
`http://<OMi system FQDN>/omi`

where, <OMi system FQDN> is the FQDN of the HP OMi server.

Note: You can launch the HP OMi server from a system where SHR is installed or any other local system. If you are launching from local system, ensure that you browse to the location mentioned in [List of Content Pack and Topology Views to Deploy](#) and copy the required views to your local system.

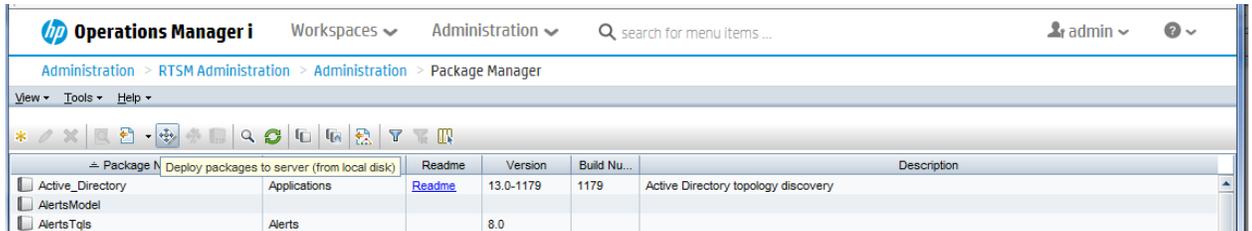
The Operations Manager i Login page appears.

2. Type the login name and password and click **Log In**. The Operations Manager i Workspace page appears.
3. Click **Administration > RTSM Administration > Package Manager**.

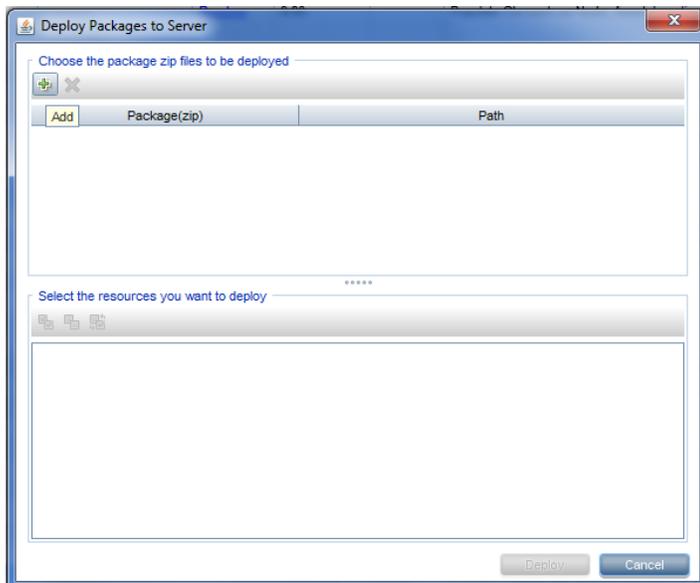


The Package Manager page appears.

- Click the **Deploy Packages to Server (from local disk)** icon. The **Deploy Package to Server** dialog box appears.



- Click the **Add** icon.



The **Deploy Package to Server (from local disk)** dialog box appears.

- Browse to the location of the Content Pack zip files, select the required files, and then click **Open**.

You can view and select the TQL and ODB views that you want to deploy under **Select the resources you want to deploy** in the **Deploy Package to Server (from local disk)** dialog box. Ensure that all the files are selected.

- Click **Deploy** to deploy the Content Pack views.

You have successfully deployed the Content Packs views based on the type of deployment scenario selected for SHR.

Install the Content Pack

Check Availability and Integrity of Data Sources

SHR enables you to check the availability and integrity of data sources prior to installing Content Packs.

1. Launch the following page:

`http://<SHR Server FQDN>:<port>/BSMRApp/dscheck.jsf`

2. To check the data sources related to RTSM, click **RTSM**.

Click **View** to see the results. Results include the list of missing mandatory CI types and attributes.

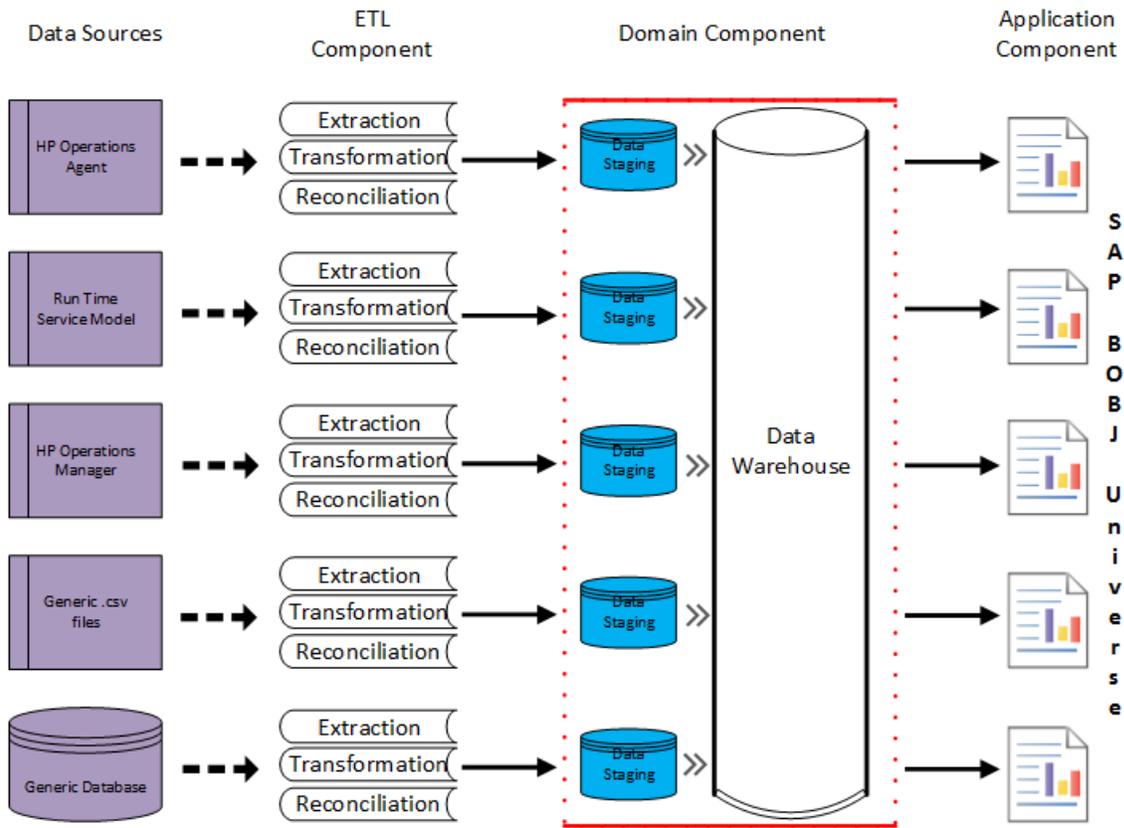
3. To check the data sources in the HP Operations agent, click **PA**.

Click **View** to see the results. Results include a status summary of nodes and missing policies.

Selecting the Content Pack Components

A typical Content Pack consists of three components - the Domain, Extraction Transformation Loading (ETL), and Application components.

The following figure shows the typical data flow between the components of the Content Pack:



- Domain component:** The Domain or Core Domain component defines the data model for a particular Content Pack. It contains the rules for generating the relational schema. It also contains the data processing rules, including a set of standard pre-aggregation rules, for processing data into the database. The Domain component can include the commonly-used dimensions and cubes, which can be leveraged by one or more Report Content Pack components. The Domain Content Pack component does not depend on the configured topology source or the data source from where you want to collect data.
- ETL (Extract, Transform, and Load) component:** The ETL Content Pack component defines the collection policies and the transformation, reconciliation, and staging rules. It also provides the data processing rules that define the order of execution of the data processing steps.

A single data source application can have multiple ETL components. For example, you can have one ETL component for each virtualization technology supported in Performance Agent such as Oracle Solaris Zones, VMware, IBM LPAR, and Microsoft HyperV. The ETL component can be dependent on one or more Domain components. In addition, you can have multiple ETL components feeding data into the same Domain component.

The ETL Content Pack component is data source dependent. Therefore, for a particular domain, each data source application has a separate ETL Content Pack component. For example, if you want to collect system performance data from the HP Operations Agent, you must install the SysPerf_ETL_PerformanceAgent component. If you want to collect system performance data from

HP SiteScope, you must install either `SysPerf_ETL_SiS_API` (sourcing data logged in API) or `SysPerf_ETL_SiS_DB` (sourcing data logged in BSM Profile database).

- **Application component:** The Application Content Pack component defines the application-specific aggregation rules, business views, SAP BOBJ universes, and the reports for a particular domain. Report components can be dependent on one or more Domain components. This component also provides the flexibility to extend the data model that is defined in one or more Domain components.

The list of Content Pack components that you can install depends on the topology source that you configured during the post-install configuration phase of the installation. Once the topology source is configured, the Deployment Manager filters the list of Content Pack components to display only those components that can be installed in the supported deployment scenario. For example, if RTSM is the configured topology source, the Deployment Manager only displays those components that can be installed in the SaOB and APM deployment scenarios.

Install the Content Pack in Deployment Manager

To install the required Synthetic Transaction Monitoring Content Pack, follow these steps:

1. Launch the Administration Console in a web browser using the following URL:

```
http://<SHR_Server_FQDN>:21411
```

2. In the Administration Console, click **Administration > Deployment Manager**. The Deployment Manager page is displayed.

To install this content pack and to generate reports on data from BSM or OMi, make the following selections:

- `SynTrans_ETL_BPM` (RTSM topology) (9.40.002)
- `SynTrans_ETL_BPM_OMi` (OMi topology) (9.40.002)
- `SynTrans_Domain_Reports` (9.40.003)

Note: The Content Pack components for RTSM and OMi topology source are mutually exclusive. Ensure that only one of them is selected.

Tip: Install the following dependent content packs (and their components) along with this content pack for it to function:

- Core
 - Core_Domain
 - Core_Domain_EUM

Note: The dependent domain content pack get selected automatically, you have to select only the ETLs based on the topology source.

Note: For more details on ETLs, see *HP Service Health Reporter Content Pack Release Notes*.

3. Click **Install/Upgrade** to install the Content Packs.
The color of the status column changes for all the selected Content Packs. An `Installation Started` status appears in the **Status** column for Content Pack that is currently being installed. The Deployment Manager page automatically refreshes itself to display the updated status. Once the installation completes, an `Installation Successful` status appears. If the installation fails, an `Installation Failed` status appears.

Note: The timer service will be stopped automatically during install/uninstall/upgrade operation and will be started once operation is complete.

4. Click the link in the **Status** column for more information about the installation process.
The Content Pack Component Status History window is displayed. It displays the details of the current and historical status of that Content Pack component's installation.

Note: During install/uninstall process, Deployment Manager does not allow you to interrupt the process. Instead, you must wait till the current process is complete before you can perform any other operations on the Deployment Manager page.

Data Source Collection Configuration

After installing Content Packs, you must configure SHR to collect required data from various data collectors. The data collectors work internally within the SHR infrastructure to collect the data. Therefore, you cannot directly interface with these collectors. Instead, you can specify the data sources from where the collectors can collect the data through the Administration Console.

In BSM/OMi deployment scenario, Business Process Monitor (BPM) and/or RUM monitors application from end user perspective. When you configure data source in this scenario, choose the Management and Profile Database Data Source and the HP SiteScope Data Source.

Configuring the Management and Profile Database Data Source

You can configure SHR to collect data from the following HP Business Service Management data repositories:

- **Management database:** The Management database stores system-wide and management-related metadata for the HP Business Service Management environment.
- **Profile database:** The Profile database stores raw and aggregated measurement data obtained from the HP Business Service Management data collectors. The Profile database also stores measurements collected through HPOM, OMi, BPM, RUM, and Service Health.

In your HP BSM deployment, you might have to set up multiple Profile databases for scaling because one database might not be enough to store all the data. You may also require multiple Profile database to store critical and non-critical data. The information on different Profile databases deployed in your environment is stored in the Management database.

To configure the multiple Profile database connections, you also need to configure the Management database on the BSM/OMi page.

To configure a new Management Database, follow these steps:

1. In the **Administration Console**, click **Collection Configuration > BSM/OMi > Management Database**.
2. Click **Create New**. The **Connection Parameters** dialog box appears.
3. Based on the topology source, select **Data Source** as **BSM** or **OMi**.
4. Type the following values in the **Connection Parameters** dialog box:

Field	Description
Host name	<p>IP address or FQDN of the Management Database server.</p> <p>Not displayed when Database in Oracle RAC is selected.</p>
Port	<p>Port number to query the Management Database server.</p> <p>Not displayed when Database in Oracle RAC is selected.</p>
Database type	<p>The type of database engine that is used to create the Management Database. If you have selected the Data Source as BSM then the database type can either be Oracle or MSSQL. If you have selected the Data Source as OMi then the database type can be Oracle, MSSQL, or PostgreSQL.</p>
Windows Authentication	<p>If you have selected MSSQL as the database type, you have the option to enable Windows authentication for MSSQL, that is, the user can use the same credentials to access SQL Server as that of the Windows system hosting the database.</p>
Database instance	<p>System Identifier (SID) of the Management Database instance.</p> <p>Not displayed when Database in Oracle RAC is selected.</p> <div data-bbox="630 1045 1370 1188" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: For information about the database host name, port number, and SID, contact your HP Business Service Management administrator.</p> </div>
Database name	<p>Name of the database. This field appears only if MSSQL is selected as the database type.</p>
Database in Oracle RAC	<p>This option appears only if you have selected Oracle as the database type.</p>
Service name	<p>Name of the service. This option appears only if Database in Oracle RAC is selected.</p>
ORA file name	<p>The ORA file (available at \${PMDB.HOME}/config folder) that contains connection information to the Oracle Real Application Cluster. This option appears only if Database in Oracle RAC is selected.</p>

Field	Description
User name	<p>Name of the Management Database user, which was specified in the BSM Configuration Wizard when setting up the Management Database.</p> <p>Note: If the Windows Authentication option is selected, this field is disabled.</p>
Password	<p>Password of the Management Database user, which was specified in the BSM Configuration Wizard when setting up the Management Database.</p> <p>Note: If the Windows Authentication option is selected, this field is disabled.</p>

5. Click **OK**.
6. Click **Test Connection** to test the connection.
7. Click **Save** to save the changes. A Saved Successfully message appears in the Information message pane.

To configure a new Profile database, follow these steps:

1. In the **Administration Console**, click **Collection Configuration > BSM/OMi > Profile Database**.
2. Click **Create New**. The **Connection Parameters** dialog box appears.
3. Type the following values in the **Connection Parameters** dialog box:

Field	Description
Host name	<p>IP address or FQDN of the Profile Database server.</p> <p>Not displayed when Database in Oracle RAC is selected.</p>
Port	<p>Port number to query the Profile Database server.</p> <p>Not displayed when Database in Oracle RAC is selected.</p>
Database type	<p>The type of database engine that is used to create the Profile Database. It can either be Oracle, or MSSQL.</p>

Field	Description
Management Database	Links Profile Database to the Management Database. If you collect data from only SiteScope, no Management Database needs to be selected.
Domains	<p>Select the domains for which you want to enable data collection.</p> <p>Note: You must select the domains from which you want to enable data collection. If you have skipped topology configuration during post-install configuration and installed the content packs, you must return here to select from among the following domains to enable data collection.</p> <ul style="list-style-type: none"> ■ RUM ■ BPM ■ ServiceHealth ■ SM ■ SM_VMware_SiS
Database instance	<p>System Identifier (SID) of the Profile Database instance.</p> <p>Not displayed when Database in Oracle RAC is selected.</p> <p>Note: For information about the database host name, port number, and SID, contact your HP Business Service Management administrator.</p>
Windows Authentication	If you have selected MSSQL as the database type, you have the option to enable Windows authentication for MSSQL, that is, the user can use the same credentials to access SQL Server as that of the Windows system hosting the database.
Database name	Name of the database. This field appears only if MSSQL is selected as the database type.
Database in Oracle RAC	This option appears only if you have selected Oracle as the database type.
Service name	Name of the service. This option appears only if Database in Oracle RAC is selected.

Field	Description
ORA file name	The ORA file that contains connection information to the Oracle Real Application Cluster. This option appears only if Database in Oracle RAC is selected.
User name	Name of the Profile Database user, which was specified in the BSM Configuration Wizard when setting up the Profile Database. Note: If the Windows Authentication option is selected, this field is disabled.
Password	Password of the Profile Database user, which was specified in the BSM Configuration Wizard when setting up the Profile Database. Note: If the Windows Authentication option is selected, this field is disabled.
Collection Station	This option is used for a collector installed on a remote system.

4. Click **OK**.
5. Click **Test Connection** to test the connection.
6. Click **Save** to save the changes made on this page. A *Saved Successfully* message appears in the Information message pane.

After you save the newly created Management database connection, SHR (local collector or remote collector) retrieves the Profile database information from the Management database data source and lists all the existing Profile database data sources under the Profile Database section of the page.

Data collection for the Profile database data source is enabled by default. In addition, the collection frequency is scheduled for every one hour.

In case of a Remote Collector, the collection station has to be selected from the Database type drop down box provided in the Profile Database section of the page.

For more information about configuring Profile database data source connections, see the *HP Service Health Reporter Online Help for Administrators*.

Report Navigation

The BPM reports are categorized into the high-level Executive Summary and the detailed Performance reports. You can navigate from the higher-level reports to the detailed reports through the various cross launch and hyperlink features. For example, you may start with the Executive Summary report for an overall health of the applications and then navigate to the specific reports that display data about the network or the transactions for that application. Report navigation can vary depending on the use-cases around which these reports are designed.

New Synthetic Transaction Monitoring Reports

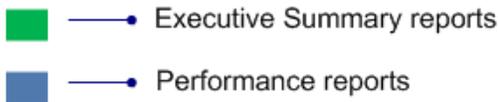
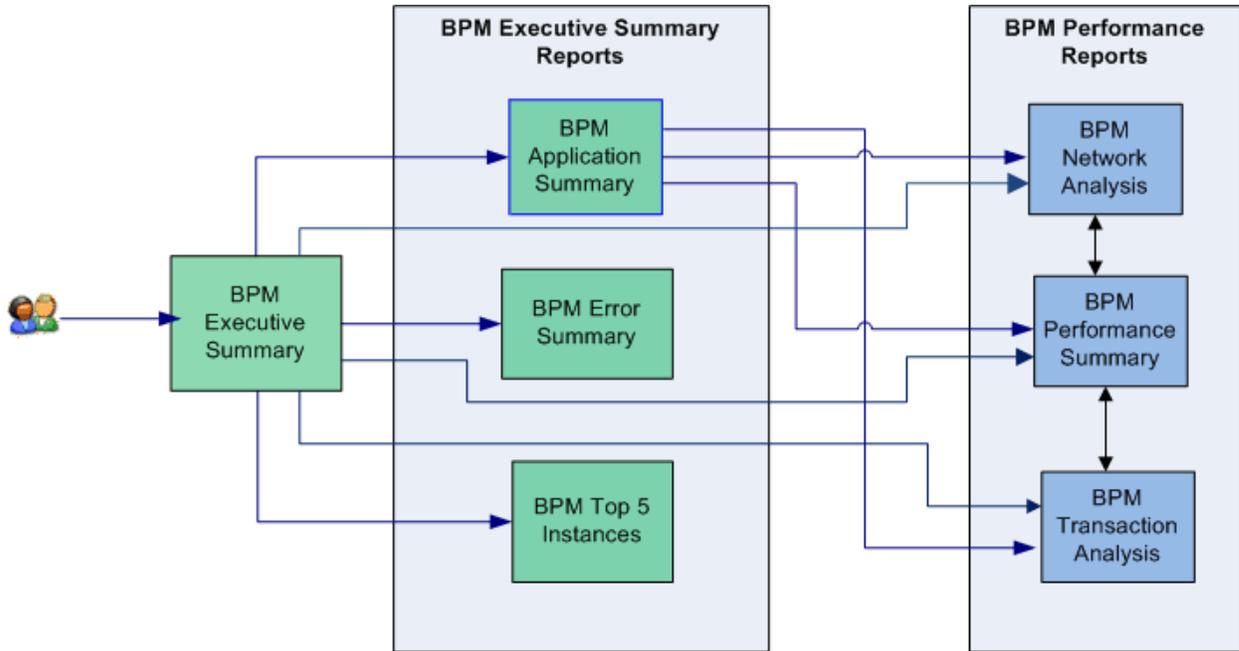
The following is the new Synthetic Transaction Monitoring report:

- **BPM Application Availability** - Displays the availability details of the application monitored using BPM, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Availability	Color
< 90	Red
> 90 and < 95	Yellow
> 95	Green

Report Navigation

The following diagram shows one way of navigating through the BPM reports:



Use Cases

This section provides information on use cases for Synthetic Transaction Monitoring reports. The following table provides description, user, and report name for the use cases.

Description	Report Category	Report Name
To view summary information about the business applications over the selected time period. These reports show how the business applications perform on a day-to-day basis. Also to compare the performances of different instances and plan resources accordingly.	Executive Summary	BPM Application Summary
To view summary information about the business applications over the selected time period. These reports show how the business applications perform on a day-to-day basis. Also to compare the performances of different instances and plan resources accordingly.	Executive Summary	BPM Executive Summary
To provide a consolidated view of all the errors occurred	Executive Summary	BPM Error Summary

Description	Report Category	Report Name
To view the worst performing business applications, business transaction flows, locations, and end-user groups based on either availability percent or response time	Executive Summary	BPM Top 5 instances
To view reports based on network, business transactions, locations, business transaction flows, and end-user groups. These reports display detailed information about the performance of the business applications during the selected time period.	Performance	BPM Network Analysis
To view reports based on network, business transactions, locations, business transaction flows, and end-user groups. These reports display detailed information about the performance of the business applications during the selected time period.	Performance	BPM Performance Summary
To view reports based on network, business transactions, locations, business transaction flows, and end-user groups. These reports display detailed information about the performance of the business applications during the selected time period.	Performance	BPM Transaction Analysis

Appendix

This section provides information on [Terminology](#) and [Metric Mapping for Report](#).

Appendix A: Terminology

Average Route Time: The average time, in milliseconds, it takes for a packet of data to be sent from the BPM Agent machine to the destination web site. If the packet takes a longer time to complete, there may be network problems along that network route and the time taken by the transaction to complete will be impacted.

Business Service: Any service created in BSM Run-time Service Model (RTSM) and is part of your business, such as the online banking service or email service.

Business transaction availability: The availability (in percentage) of the business transactions run during the selected time period.

Business transaction flow: A business transaction flow is a logical user flow in an application. For example, in a human resources application you may have a business transaction flow for registering a new employee.

Business View: A view deployed on BSM RTSM that provides the topology information of the configuration items in your IT environment.

Configuration item: A component of the RTSM that represents a physical or logical entity in the system. For example, configuration items (CIs) can represent hardware, software, services, business processes, and so on. The CIs are organized into a hierarchical format based on the dependencies in your organization's IT environment.

Configuration item type: The category for each configuration item (CI). Each configuration item type (CIT) provides a template for creating the CI and its associated properties.

Domain Name System Time: The time taken by the Domain Name System (DNS) server, in milliseconds, to respond to a request.

Error count: The number of errors thrown when a packet of data is sent from the BPM Agent machine to the destination web site. The graph lists all the errors irrespective of whether the transaction failed or completed with missing content.

Location: Property defined in various contexts (for example geographical locations defined for a Business Process Monitor instance) and used to organize data in reports geographically.

Script: A saved set of transactions. You record and save scripts in HP Business Service Management recording tools, such as HP Virtual User Generator.

Trace Hops: The number of intermediate servers the data packet encounters before it reaches its destination. Greater the number of hops, more the delay in completing the transaction.

Transaction: Any series of steps that an end user performs in an application, whose performance you want to monitor. Transactions are recorded using HP BSM recording tools and saved in scripts. When replayed, transaction response time and availability data is collected.

Transaction response time: The time taken for a prerecorded transaction to be completed.

Appendix B: Metric Mapping for Reports

SHR provides a utility to generate metric flow documents. The utility has strong filtering capabilities and generates the metric flow documents in HTML format. These HTML output files can then be saved in Excel for further filtering and metric tracking.

To generate the metric flow documents, follow these steps:

1. Run the utility using the following command:

On Windows:

```
%PMDB_HOME%\bin\shr_utility -flow -dir %PMDB_HOME%\packages\EndUserManagement
```

On Linux:

```
$PMDB_HOME/bin/shr_utility -flow -dir $PMDB_HOME/packages/EndUserManagement
```

The command generates multiple HTML output files in the current directory.

2. Open the HTML output file in Excel.

You can apply combination of filters to compare and track a particular metric(s).

Note: The output file in Excel format is published for some of the Content Packs. You can download the files from the following URL:

<https://hpln.hp.com/node/24267/attachment>

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Feedback on Synthetic Transaction Monitoring Content Pack Reference (Service Health Reporter 9.40)

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 HP Service Health Reporter Help Authors: docfeedback@hp.com.

We appreciate your feedback!