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HP Propel

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Diagnostics Help

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Diagnostics

Concepts

The HP Propel Diagnostic application provides the Propel administrator with basic service monitoring and health check capabilities for HP Propel services and suppliers.

HP Propel services include backend and user interface (UI) services. Examples of backend services are Service Exchange, Identity Management (IdM), and Search. Examples of UI services are Catalog Connect, Knowledge, and Launchpad.

Suppliers are end-point systems integrated with Propel. Examples of suppliers are provider systems, fulfillment systems, and ticketing systems.

Note: You must log into HP Propel as an administrator to access the Diagnostics application.

Tasks

To run the HP Propel Diagnostics application:

1. From the Launchpad in HP Propel, click the **Diagnostics** tile. The **Diagnostics application** starts up.

Additional tasks:

- "[HP Propel Services Status](#)" on the next page
- "[Suppliers Status](#)" on page 6

Tip: Click [here](#) for the latest English version of the HP Propel Diagnostics Help, and enter your HP Passport credentials (user ID and password). Alternatively, go to the HP Software Support site at <https://softwaresupport.hp.com/group/softwaresupport>. Enter

your HP Passport credentials and then click **Sign In**. Enter **Propel Diagnostics Help** in the search text box. In the results section, select the help PDF you are interested in that has the most recent date.

HP Propel Services Status

Concepts

The HP Propel Diagnostic application provides the Propel administrator with basic service monitoring and health check capabilities for HP Propel services such as Identity Management (IdM), Catalog, Launchpad, and Shop.

Tasks

To view the health status of HP Propel services:

1. From the Launchpad in HP Propel, click the **Diagnostics** tile. The **Diagnostics application** starts up.
2. Click the **Propel** tab near the top of the Diagnostics application display.

At-a-glance status will be displayed for backend services and for UI services. The color coding for status information is as follows:

- Green = no known problems
- Red = one or more issues exist

Click on a backend service to navigate to the **Service Detail** view.

Related Topics

- ["Diagnostics" on the previous page](#)
- ["View Service Details" below](#)
- ["Suppliers Status" on the next page](#)

View Service Details

Concepts

The HP Propel Diagnostic application provides the Propel administrator with basic service monitoring and health check capabilities for HP Propel services such as Identity Management (IdM), Catalog, Launchpad, and Shop.

Tasks

To view detailed health status of an HP Propel service:

1. From the Launchpad in HP Propel, click the **Diagnostics** tile. The **Diagnostics application** starts up.
2. Click the **Propel** tab near the top of the Diagnostics application display. High-level status of services is displayed.
3. Click on the desired service to display service details, if available for the selected service.

The information displayed varies by service, but typically includes:

- Service availability.
- Whether all service dependencies are met (e.g., dependency on another service such as IdM, or on an internal service such as a database).
- Basic monitoring charts with information such as requests status or heap memory.

Related Topics

- ["Diagnostics" on page 4](#) - Introduction to the HP Propel Diagnostics application.
- ["HP Propel Services Status" on the previous page](#)
- ["Suppliers Status" below](#)

Suppliers Status

Concepts

The HP Propel Diagnostic application provides the Propel administrator with basic monitoring and health check capabilities for suppliers. Suppliers represent end-point systems that are integrated with HP Propel, such as provider, fulfillment, and ticketing systems.

Tasks

To view the health status of suppliers:

1. From the Launchpad in HP Propel, click the **Diagnostics** tile. The **Diagnostics application** starts up.
2. Click the **Suppliers** tab near the top of the Diagnostics application display.

At-a-glance status will be displayed for suppliers. The color coding for status information is as follows:

- Green = no known problems
- Red = one or more issues exist

Click on a supplier to navigate to the **Supplier Detail** view.

Related Tasks

- ["Diagnostics" on page 4](#) - Introduction to the HP Propel Diagnostics application.
- ["View Supplier Details" on the next page](#)
- ["HP Propel Services Status" on the previous page](#)

View Supplier Details

Concepts

The HP Propel Diagnostic application provides the Propel administrator with basic monitoring and health check capabilities for suppliers such as provider, fulfillment and ticketing systems.

Tasks

To view detailed health status of a supplier:

1. From the Launchpad in HP Propel, click the **Diagnostics** tile. The **Diagnostics application** starts up.
2. Click the **Suppliers** tab near the top of the Diagnostics application display. High-level status of suppliers is displayed.
3. Click on the desired supplier to display detailed status information.

The information displayed varies by supplier, but typically includes:

- System availability.
- Success or failure of integration account log in.
- Basic requests status.
- For Service Manager (SM), configuration checks that validate correct uploading of Propel unloads (i.e., whether SM has been properly configured to work with HP Propel).

Related Topics

- ["Diagnostics" on page 4](#) - Introduction to the HP Propel Diagnostics application.
- ["Suppliers Status" on the previous page](#)
- ["HP Propel Services Status" on page 5](#)

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