

HPE Application Performance Management

Software Version: 9.30

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 HPE Application Performance Management (APM) 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 HPE partners who already have APM 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.

Chapter 2: Installing BPM

The following provides instructions for installing BPM.

Before beginning the installation, verify that you have minimum requirements. For details, see the Business Process Monitor Deployment Guide.

- 1. Download the BPM setup file from the HPE SMTA web site:
 - a. Go to the HPE SMTA web site (http://prssc.int.hpe.com/smta/smta.cgi) and sign in.
 - b. Next to Release Name, select APM0930 and click Search.
 - c. Download the required zip file:

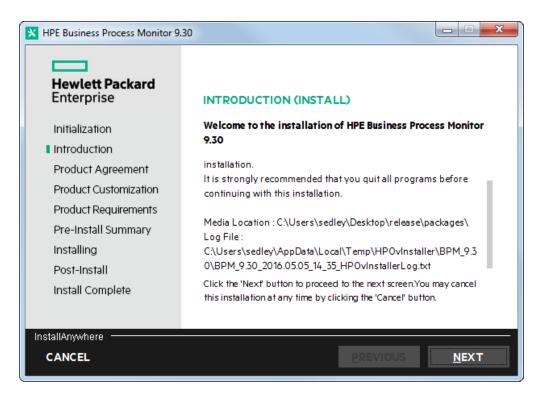
HPE_Business_Process_Monitor_9.30_Windows_x64_Setup.zip

HPE_Business_Process_Monitor_9.30_Linux_x64_Setup.zip

- 2. Save the file under: C:\Temp.
- 3. Click the executable installation file. The BPM Setup wizard appears.
- 4. In the first screen, select your language and click OK.



5. In the Introduction screen, read the introduction text and click Next.



6. In the Product Agreement screen, accept the license agreement and click Next.

HPE Business Process Monitor 9.	30
Hewlett Packard Enterprise	LICENSE AGREEMENT Installation and use of HPE Business Process Monitor requires acceptance of the following License Agreement:
Introduction	HP End User License Agreement – Enterprise Version
Product Agreement Product Customization Product Requirements Pre-Install Summary Installing Post-Install Install Complete	Applicability. This end user license agreement (the "Agreement") governs the use of accompanying software, unless it is subject to a separate agreement between you and Hewlett-Packard Company and its subsidiaries ("HP"). By downloading, copying, or using the software you agree to this Agreement. HP provides translations of this Agreement in certain languages other than English, which may be found at: <u>http://www. hp.com/go/SWLicensing</u> .
InstallAnywhere	O I do NOT accept the terms of the License Agreement PREVIOUS NEXT

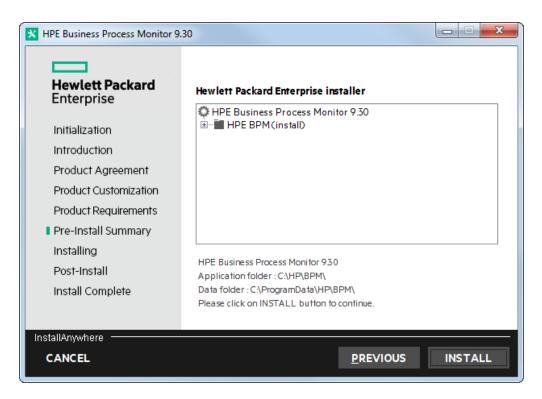
7. In the Product Customization screen, accept the default folders or browse to and select the application and data folders and click **Next**.

HPE Business Process Monitor 9.	30	
Hewlett Packard Enterprise	PRODUCT CUSTOMIZATION Please choose the application folder	
Initialization	C:\HP\BPM\	BROWSE
Introduction	Please choose the data folder	
Product Agreement	C:\ProgramData\HP\BPM\	BROWSE
Product Customization		RESET
Product Requirements		RESET
Pre-Install Summary		
Installing		
Post-Install		
Install Complete		
InstallAnywhere		
CANCEL	PREVIOU	S <u>N</u> EXT

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

HPE Business Process Monitor 9.	30
Hewlett Packard Enterprise Initialization Introduction Product Agreement Product Customization Product Requirements Pre-Install Summary Installing Post-Install Install Complete	 PRODUCT REQUIREMENTS Install Checks : Click on the checks to view details. Checking for VuGen installation Checking for previous version of HP BPM Checking Microsoft .NET Framework 3.5 availability Checking Microsoft .NET Framework 4.5 availability. This may te Checking for LoadGenerator prerequisites
InstallAnywhere	<u>P</u> REVIOUS <u>N</u> EXT

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



The Installing screen appears.

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

10. 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:

11. If your APM gateway server is protected, in the Server Authentication screen, select **Use basic authentication** and enter your APM user name and password.

HP Business Proces	ess Monitor Configuration Wizard	x
Run as User	Server Authentication	
Server Authentication Instance Definition Preview Finish	Specify server authentication credentials.	
24	< Back Next > Close Help	

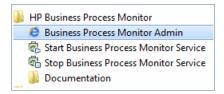
12. In the Instance Definition screen, select **Define Instance** and type your APM details. The Location name is used for script assignment, so give it a meaningful name (for example, New York, Office).

HP Business Process	Monitor Configuration Wizard
HP Business Process Run as User Server Authentication Instance Definition Preview Finish	Instance Configuration Nicitie Instance Definition Define a default instance for the Business Process Monitor Skip Instance Definition Display name: NewYorkOffice Gateway Server URL: http://myBSM/bam Location name: New York, Office Host name: host1 Job poll interval (minutes): 2 Time poll interval (minutes): 80
	Additional Instance Settings
24	< Back Next > Close Help

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

HP Business Proces	ss Monitor Configuration Wizard
Run as User Server	Finish Configuration Wizard Status
Authentication Instance Definition Preview	The Configuration wizard settings were successfully set
▶ Finish	
24	< Back Next Close Help

14. In Windows, select Start > Programs > HPE Business Process Monitor > Business Process Monitor Admin (or in an internet browser, access http://<local host>:2696/).



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

Business Service Management - Business Process Monitor Admin								
Tools - Help -								
Browse Search		Instance: iwfv				ſ	Status Configu	ration
😂 * 🔅 : 🗙 : 👄 🗸 ▷ - 🖻 🎄 💭 : 🕁 🔟		General Inform	nation		Monitoring	Status		
		Display name:		iwfv	Number of	applications:	250 active / 250 to	x
⊕_Const1 ⊕_Const2		Health:		ок	Number of	scripts:	500 active / 500 to	x
		Last update co	nfiguration request	22/06/20 [.]	Number of	WebTraces:	0 active / 0 total	≡
		Last configurat	ion update	22/06/20	Number of	transactions:	1250 active / 1250	0
	⊲	Instance ID:		Site1	Pending sa	mples:	1	
	Þ	Run Units						
		schedules are	siness transaction t					,
		Туре	Run Unit La	ast Run I	Last Run	Status	Application	
		Application	LoadTestA 15		13:04 minu	Currently r		
		Application			8:30 minutes	Currently r	LoadTestA	-

Chapter 3: Connecting BPM to APM

- 1. From your internet browser, access http://<local host>:2696/. The BPM application appears.
- 2. Click the Create New Instance button 🚨. The Create New Instance Wizard appears.
- In the Define Identification Parameters screen, define the identification parameters for the new instance. All fields are mandatory. Make sure you can access the Gateway Server URL from the BPM machine. The Location name is used for script assignment, so give it a meaningful name (for example, Boston, Office).

Screate New Instance	Create New Instance on myd-vm19775 Wizard				
Define	Define Identification	Parameters			
Identification Parameters	Define the Identification parameters	s for the new instance			
Run Instance As User	Display name: *	Boston			
Retry On Failure Settings	Gateway Server URL: *	http://www.example.com			
Proxy	Host name: *	vm_Boston			
Connection Settings	Location name: *	Boston			
Security Settings	Job poll interval (minutes): *	2			
	Time poll interval (minutes): *	60			
		< Back Next > Finish Cancel			

4. Click Next. The Run Instance as User screen appears.

🙆 Create New Instance	e on myd-vm19775 Wizard
Define Identification Parameters	Run Instance As User You can run the instance 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.
Run Instance As User	Note: Instance Level Specific User can not be defined when whole agent runs as user
Retry On Failure Settings Proxy Connection Settings Security Settings	User name: Password: Domain:
	< Back Next > Finish Cancel

- 5. If you need to run the instance as a specific user, enter the user name, password and domain. Leave these values blank if you do not need to run the instance as a specific user.
- 6. Click **Next**. The Retry on Failure screen appears.

🛃 Create New Instance on myd-vm19775 Wizard				
Define Identification Parameters	Retry On Failure Settings Define Retry On Failure Parameters for the new instance			
Run Instance As	Retry on failure:			
User Retry On Failure	Retry on failure delay (seconds): 30 Retry on failure count: 1			
Settings	Send additional error message:			
Proxy Connection Settings				
Security Settings				
	< Back Next > Finish Cancel			

7. The Retry on Failure setting enables you to control how BPM responds when a script fails. If a script fails, this may be caused by a temporary problem not related to the script, for example a temporary network or Internet error. When this option is enabled, if a script fails the first attempt, BPM attempts again. Only the last attempt is displayed in BPM reports.

Enter the following information:

- Retry on Failure: Select this option to activate the Retry on Failure option.
- **Retry on failure delay:** The number of seconds to wait before retrying. Note that a long failure delay may cause the application to skip a scheduled run.
- Retry on failure count: The maximum number of attempts to retry the script before the script is defined as "Failed".
- Send additional error message: Select this option to include the number of attempts in the failure error message.
- 8. If required, click **Next** to set the proxy connection and security settings, or click **Finish** to close the wizard.
- 9. Refresh your browser and verify that BPM successfully connected to your APM.
- 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**.
 If you successfully connected, the following status appears.

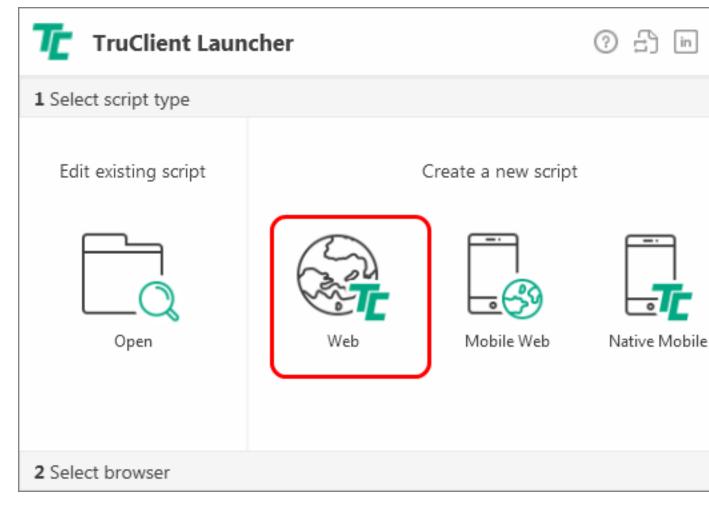
								×
() (http://myd-vm19775.hpswlabs.adapps.hp.com:269	6/	0 - C	🥖 HPE Bra 🗖	Hewlett	🥖 HPE Bra	<i> HPE</i> ×	<u>ଲି</u> ସ	合 證
File Edit View Favorites Tools Help								
Business Service Management - E	Bus	siness	Process Mo	nitor Ad	min			
Tools - <u>H</u> elp -								
Browse Search		Business	Process Monitor: m	yd-vm19775				
😂 🛞 🔅 I 🗙 I 😂 🔹 ⊳ 🝷 🖻 🤱 🗛 I 🗇 📋								
		Gener	al Information				*	
E⊐–[63 myd-vm19775 EP−17 Boston		Busine	ss Process Monitor i	name:	myd-vm1977	75		
		Health:			ОК			≡
E dia1 E Contral	A ⊳	Busine	ss Process Monitor	operating syste	m: windows se	rver 2008 r2		
	ľ	Configu	uration directory:		C:\Program[Data\HP\BPM\con	nfig	
⊕-		Works	pace directory:		C:\Program[Data\HP\BPM\wor	rkspace	
		Numbe	r of scripts:		21 active / 2	23 total		
		Numbe	r of WebTraces:		10 active / 1	10 total		
		Numbe	r of transactions:		43 active / 5	51 total		-

Chapter 4: Creating Scripts in TruClient

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 HPE Software Support site (https://softwaresupport.hpe.com) to define your script requirements.

You can create scripts using the standalone version of TruClient.

1. Open TruClient and create a new script of type Web.



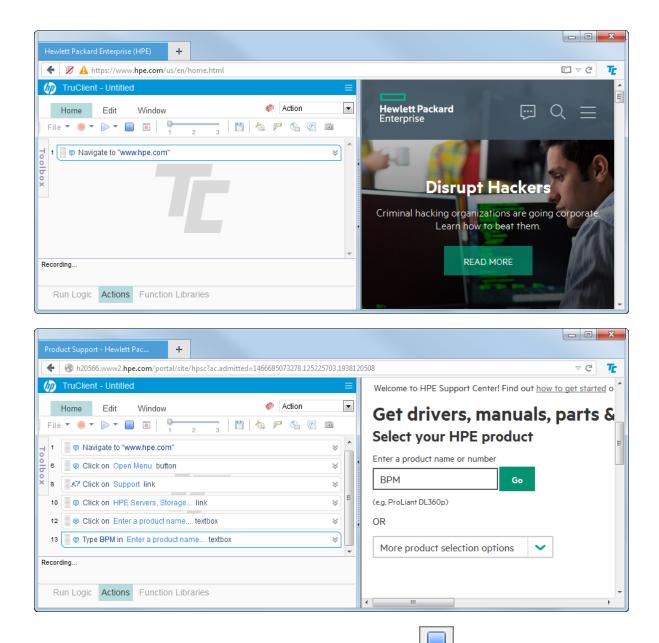
2. Select a browser.

Tr Tr	uClient Launcher		() <u>(</u> in X	
1 Select so	cript type			
2 Select b	rowser			
	Firefox	Internet Explorer	Chromium	
Name: Type: Path:	TruClient - Web			

TruClient opens the selected browser with the TruClient Toolbox docked in the browser window.

New Tab	+		
() (h or enter address		
			× C
🍈 TruClien	it - Untitled		
Home	Edit Window	🤣 Action	
File 🔻 🖲 🔻		3 🖺 🍓 🛩 💁 🖾 📾	
	· 4.		
		ī	
Toolbox			
×			
Load succeeded			
Load succeeded			
Run Logic	Actions Function Libraries		
rtan Logic	reaction - unction Elbranes		

- 3. Click the Start Recording button to record browser activity.
- 4. In the browser address bar, type the address of your web application. Each action you perform is indicated by a recording event in the TruClient add-in.



- 5. After completing the required browser activity, click the Stop button to stop recording.
- 6. Select File > Save Script and save the script as a *.usr file.
- 7. Use additional TruClient functionality to modify the script. For details see the TruClient documentation.
- When you have completed the script, select File > Export to Zip (Runtime only) to create a zip file that can be imported into APM.

Chapter 5: Creating Business Applications

- 1. In APM, select Admin > End User Administration > Monitoring.
- Right-click End User Management (default view) and select Add > Application and its BPM Configuration.

🚸 🕤 🗣 MyBSM Applications 👻 Admin 👻 Help 👻 Site Map	
Monitoring	
Monitoring Script Repository Alerts Settings	0 0
Browse Search and Replace End User Management Adm	inistration
End User Monitors	ement Administration to configure and manage the applications yo (BPM) and Real User Monitor (RUM). used to build the EUM configuration model:
Retresh F5	ess Application
Bat * Add CI Collection	
O Det Properties Application and its BPM Configu	ration
E- Det Cut Ctrl-X Click to create an Application and its	
🕂 🙆 Gre 🐚 Copy BPM configuration	ionfiguration

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.

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

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

실 Add Application and	d its Business Process Monitor Configuration
Application Properties Default Transaction Settings	Set Transaction Monitor Scripts Define the application transaction monitor scripts Image: Create a Business Transaction Flow CI for each script Image: Group all scripts under one Business Transaction Flow CI named:
Set Transaction Monitor Scripts	Business Transaction Flows status: Active Inactive
Application Data Collectors	Preview
Set Transaction Thresholds Define Script Parameters Values Preview Finish	To manage scripts go to ne Script Repository Available Scripts BAT_Scripts BAT_Scripts Sanity_acce_BPM Select scripts from the tree
	Sack Next > Finish Cancel Help

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

Add Application and Application Properties Default Transaction Settings Set Transaction Monitor Scripts Application Data Collectors Set Transaction Thresholds	A its Business Process Monitor Configuration Set Transaction Monitor Scripts Define the application transaction monitor scripts • Create a Business Transaction Flow CI for each script • Group all scripts under one Business Transaction Flow Business Transaction Flows status: • Active Preview To manage scripts go to the Script Repository.		:
Define Script Parameters Values Preview Finish	Available Scripts Browse Search Boot BAT_Scripts BAT_100per C BAT_100per C bt_5 Sanity_acce_BPM C bt_fail C bt_ok C tx_warning		Select Scripts
2		< Back	Next > Finish Cancel Help

- 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 Collect	ors	
Host	÷	Location		Host	Location
ost 1	Adelaide			Host 3	London
ost 2	NY				
			3		
			\$		
			3		
			E		

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

Application Properties Default Transaction Settings	Define and configure	Data Collectors the default data collectors n's business transaction fit		on. These monitors will aut	omatically be assigned to
Set Transaction Monitor Scripts	Host	Location	Version	Schedules	Business Transa
Application Data					"
Collectors	Host 1	Adelaide	9.26	Every 15 minutes, all	BAT_100per
Set Transaction Thresholds Define Script Parameters Values	Host 2	NY	9.26	Every 15 minutes, all	
Preview					
Finish					

9. After reviewing your settings, click **Finish** and your script will start to run. It can take up to 20 minutes to see the first data point, depending on BPM's scheduled jobs.

Chapter 6: Configuring Alerts

- 1. In APM, Select Admin > End User Management.
- 2. In the Monitoring tab, select your application.

🔶 🗸 MyBSM Applications 🔹 Admin 👻 Hel	p 👻 Si	te Map	
Manifesian			
Monitoring			
Monitoring Script Repository Alerts		Settings	
Browse Search	h and Re	place	
😂 * • 🖆 🐰 🖻 🗏 🗙 • 🧷 •			
End User Monitors		•	
CI	BPM	RUM	
E- 🚊 End User Monitors			
BatAlertApl	0		
- CIAlerts_BAT_App	0		
E- 🖪 CIAlerts_BAT_BTF	0		
Default Client_BAT_App	0		
Default Client_BAT_App_SLA	0		
E- O Green	0		
t- O Red	0		
SLMAlerts_BAT_App	0		
+- O Yellow	0		

3. Open the **Alerts** tab in the right pane and double-click on an existing alert, or click to create a new alert.

lp 👻	Sit	te N	Іар									
		Se	ttings								<	0 🗅 🗖
ice	_		Application "	Green"	CI Propertie	s Business	Process Mor	itor Real Us	ser Monitor	Alerts Loo	ation Offset	
			* • Ø	' 🗅 🗙 🗆	ି 🌾 🖗	h 1 🛷 🍕	(🖕 +)	🈼 i 🗞 i	L 🗛 {	R 🚯 🖗		
] :UM			Alert N	Туре	User M	Status	Severity	Recipie	Clear A	Actions	Notifica	
			App Avai	BPM Tra		Active	V Major	Email Sa	4		Every 30	

4. Click the **Trigger Condition** tab.

New BPM Transaction Alert							
Alert name: * App Availability User message: CI: Green Severity: V Major							
Status: Active Inactive							
Trigger Condition Filters Actions Advanced Settings							
 Event-Based Triggers Transactions fai Transactions response time Transactions response time relative to configured thresholds Time-Based Triggers Availability Transactions response time for specified percentage of transactions Transactions response time relative to configured threshold for specified percentage of transactions Average transaction response time Any of the above trigger conditions are met All of the above trigger conditions are met Data Grouping 							
Group data by the specified criteria							
Definition Details							
Trigger Condition Send the alert if transactions fail when trigger conditions occur even once. Notification Frequency Send alert for every triggered occurrence							
OK Cancel Help	1						

5. 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.

6. Click the Filters tab.

🔊 New BPM Transaction Alert	x
Alert name: * App Availability User message: CI: Green	
Severity: V Major Status: Active Inactive	
Trigger Condition Filters Actions Advanced Settings Filter By:	
Transactions Cocations Mobile Devices	
00000	
Definition Details Trigger Condition Send the alert if transactions fail when trigger conditions occur even once. Filter Limit the alert to Green_BTF -> ok transactions Notification Frequency Send alert for every triggered occurrence	
Сапсе) Н	lelp

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

New BPM Transaction Alert	X
Alert name: * App Availability User message: CI: Green Severity: V Major Status: O Active Inactive	
Status: Active Inactive Trigger Condition Filters Actions Advanced Settings Recipients Send to specified recipients Event Creation Generate Event External Actions	
Access URLs Send SNMP trap Run executable file Log to Event Viewer application log	
Definition Details	
when trigger conditions occur even once.	
Limit the alert to <u>Green_BTF -> ok</u> transactions Actions Send to recipients <u>specified recipients</u> (currently unspecified) Notification Frequency Send alert for every triggered occurrence	
Cancel	Help

- 9. Select the **Send to specified recipients** option and in the Definition Details area, click **specified recipients** and select the required recipients.
- 10. Click the Advanced Settings tab.

New BPM Transaction Alert	x
Alert name: * App Availability User message: CI: Green	
Severity: V Major Status: O Active Inactive	
Trigger Condition Filters Actions Advanced Settings Send clear (follow up) alert notification	
Override the original executable file when the clear alert is sent Dependencies	
Make alerts dependents of current alert	
Notification Frequency O Send alert for every triggered occurrence	
 Send no more than one alert for every 30 minute(s) Send no more than one alert as long as the conditions that triggered the alert continue to exist 	
00000	
Definition Details	
Filter Limit the alert to Green_BTF -> ok transactions Actions	
Send to recipients Email Sanity Recipient Clear Alert Send clear (follow up) alert notification	≡
Notification Frequency	•
	elp

- 11. To send an alert when the trigger condition clears, click the **Send clear (follow up) alert notification** option.
- 12. 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.

Chapter 7: Configuring Transaction Thresholds

In APM 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.

tarung	Date						
44	•		<u>J</u> u	ine 2016			• • • •
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	29	30	31	1	2	3	4
24	5	6	7	8	9	10	11
25	12	13	14	15	16	17	18
26	19	20	21	22	23	24	25
27	26	27	28	29	30	1	2
28	3	4	5	6	7	8	9
ormula	a Settings						
<u>O</u> K fo	rmula is	1 ≑ 1	imes the ave	rage plus	2 🌻 tin	nes the stand	lard deviatior
Critics	al formula is	1 ‡ t	imes the ave	rage plus	3 🌲 tin	nes the stand	lard deviation

• 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 HPE Software Support site: https://softwaresupport.hpe.com.

Chapter 8: Viewing Data in APM

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 ⁽²⁾ appears near the relevant transaction CI, You need to fix the script, and upload it again.

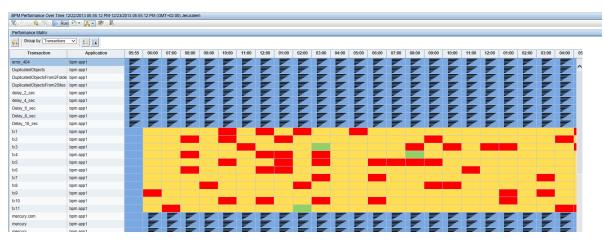
- 1. In APM, click **Application > Service Health > 360° View**.
- 2. Under Hierarchy, select End User Monitors.
- 3. In the Name column, click the application to expand it. The latest monitored data is displayed.

Business Service Management - Service MyBSM Applications - Admin - Help -						
360° View × Top View × Topology Map × Custom	Image X Geographic N	Iap × Watch List	K Select Page	2	🗸 🖗 🔢 🏠 🖓 🗷 👁	Į.
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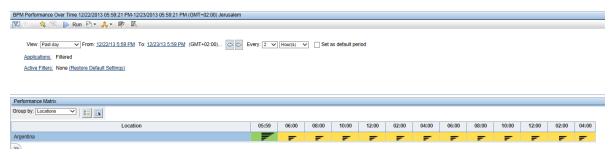
Viewing Data in BPM Performance Over Time Report

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 APM, click **Applications > End User Management > Analysis Reports > BPM Performance Over Time**.
- 2. In the Application Filter, select your application.
- 3. Click Run.



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 APM, 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.

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Business Transaction Flows	Script Error Samples	Downtime Samples	Successful Samples	Expected	Analysis
				Samples	
Argentina (Location) 👻	2,145	0	0		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
successfuITXs (Transaction)	707	0	0	719	98% of received samples contain errors
bpm app1 (Application)	0	0	0	286	5
- 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 Application Health Reports

Application Health includes Business Process Monitor reports which enable you to monitor the performance, availability, and volume of your applications' health.

To access Application Health, in APM select Applications > Application Health> Business Process



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Application Health includes the following Business Process Monitor reports:

Status Over Time Report

The Status Over Time report shows a summary of all synthetic transactions and all locations in an application, and their status over time.

Location Isolation Report

The Location Isolation report shows the availability or performance status of an application by location. Locations are sorted by severity and the worst five locations are included in the report's graph by default. You can select additional locations from the list on the left of the graph.

You can filter the list by transaction by selecting the required transactions from the dropdown list above the list of locations.

You can select whether to view data based on *Availability* or *Performance*. At the bottom of the report there is a timeline with icons to indicate when alerts were recorded. This timeline includes all alerts recorded by the system, including alerts in locations not currently displayed.

Transaction Isolation Report

The Transaction Isolation report shows the availability or performance status of an application's transactions, for selected locations. The transactions are sorted by severity and the worst five transactions are included in the report's graph by default.

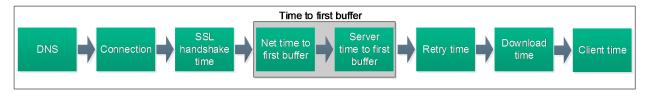
You can select whether to view data based on *Availability* or *Performance*. The timeline at the bottom of the report indicates times when alerts were generated.

You can view the Transaction Isolation report for a time frame of 2 hours, 12 hours, day, week, or month. When viewing data for a day, aggregated data is used except for the last hour, for which raw data is used.

Layer Isolation Report

The Layer Isolation report shows transaction layer response times for selected transactions.

The main transaction breakdown components are as follows:



Component Breakdown Report

The Component Breakdown report displays page component elements as they are loaded into a browser in their exact loading order. Data is displayed in a waterfall format.

This report lists all components in a transaction. For example, a transaction may include several html files, images, and css files. For each component, the report lists the request size and the time it took to complete the request.

Because each page component has its own breakdown bar, the report helps you identify if there are specific components that are problematic or if there is a problem with specific domains or in a network layer.

You can select which transaction components to display. For example, you may want to hide the Connection, DNS, and Retry time so that you can troubleshoot problems during the initial stages of a transaction.

You can filter the report by transaction, location, or sample.

The data displayed on the report corresponds to a time unit on the Component Breakdown report. This is typically an hour or a day. If you are viewing data for more than a day, the report displays the minimum and maximum values for the time frame. To see further details you need to select a specific hour in the Layer Isolation report.

Location Map

The Location Map shows an interactive map that displays the location of synthetic transactions, and their status over time. At the top of the page you can select whether to view data based on *Availability* or *Performance*.

Failure Log

The Failure Log report displays details of error messages for selected locations or transactions. You can filter the report by location or transaction.

For each error, the report displays time, error name, location, transaction, and details of the error message. If the error includes a snapshot, you can open a new tab with an image of the application at the time of the error.

Alert Log

The Alert Log lists all synthetic alerts (alerts generated by BPM), for a single transaction, over the selected time frame. This report includes both Availability and Performance alerts.

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 APM reports.

MyBSM Applications	✓ Admin ✓ Help ✓ Site Map
Report Manager	
Report Manager Custom Query	Builder
New Custom Report	8 6 6 6 9 5 8 8 8
New Trend Report	Туре
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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 Q	luery Builder	
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	⊽ insert a page break after	Use separate time period for each report reach component when printing the report
	< Back N	iext > 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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	•	Cl Status Cl Status Service Level Management Transaction Management Service Oriented Architecture			
		×	OK Cancel He	elp	

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

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	To add	Select Component Category	Select Compo Report: Title: Start Time: Size: Position:	BPM Performance Over Time By Transactions BPM Performance Over Time By Transactions : Use global settings @Wide ONarrow	
		×	OK Cance	al 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.

Add Component	
elect components to be added to your custom report and d	efine component settings.
Select Component Category	Select Component
 End User Management Status Reports Analysis Reports Alerts System Availability Management User Reports URL Custom Query Service Report Builder CI Status Service Level Management Transaction Management Service Oriented Architecture 	Report: Metrics Over Time Title: Metrics Over Time View as: Graph Start Time: Use global settings Size: Wide Narrow Position: 2 ▼
	OK Cancel Help

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

k

✓ Report Properties						
Report Components	Reports					
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Preview	Add and manage your custom report components.					
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15. Select the relevant application.

Filters
Applications: Word Press New
Matrian
Metrics: Synthetic Transaction Availability (%)
Synthetic Transaction Response Time (sec.)
Real Session Availability (%)
Real Session Performance (%)
Active Filters: None (Restore Default Settings)
<u>Active Hitere</u> , Hene <u>(Heatere Berlah Gettings)</u>
Sub Component: Moving Averages
Group by: Transaction
Sub Component: General Layout
Group by: Transaction
Group by. Transaction

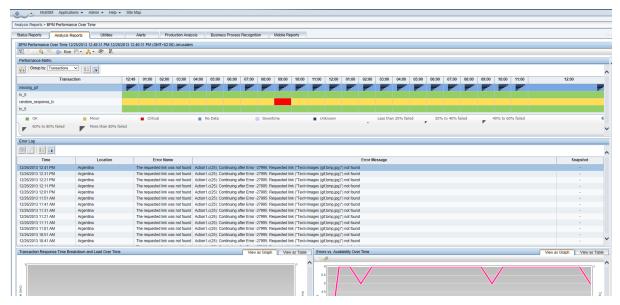
Chapter 9: BPM Report Recommendation

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 APM, select **Applications > End User Management > Analysis Reports > BPM Performance Over Time**.



Triage Report

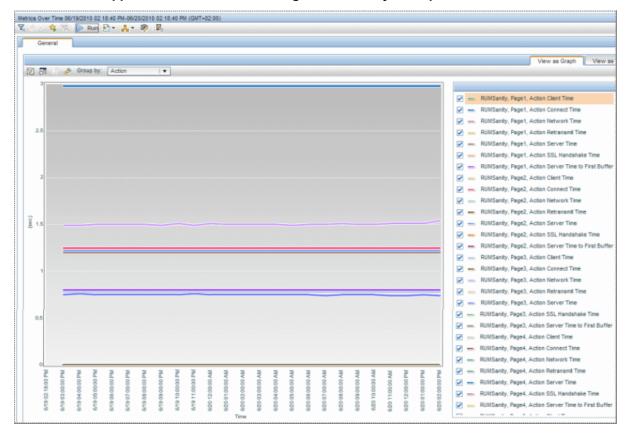
Data in the Triage report is organized by transactions and locations, and includes a transaction breakdown component, as well as graphs showing error data. This report also includes information about the health of the transaction scripts running at the various locations (Script Health), as well as indicators for the health of the BPM data collectors.

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

Transaction by Location							
Triage Report							
Transactions	Script Health	Locations					
		Palo Alto	USA Floron Beach				
Collector Health		Ø	O				
Failed	0		=				
jpet_tx1	Ø		=				
tx_1_failed	0	=	-				
tx_2_failed	Ø	_					
tx_random	0	-					
tx_10	0						
tx_5	0						
Yellow	0						
-	Critical No Data	Downtime Uni	known Less than 20% failed	20% to 40% fail			

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 APM, select Applications > End User Management > Analysis Reports > Metrics Over Time.

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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 (Application Performance Management 9.30)

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@hpe.com.

We appreciate your feedback!