



**Hewlett Packard**  
Enterprise

# **HPE Business Process Monitor**

Software Version: 9.30

## **Business Process Monitor Administration Guide**

Document Release Date: June 2016

Software Release Date: June 2016

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# Chapter 1: Business Process Monitor Overview

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.

This chapter includes:

- ["BPM Operations" below](#)
- ["BPM Installation" below](#)
- ["Configuration, Administration, and Troubleshooting" on the next page](#)
- ["Setting Up BPMs" on page 11](#)
- ["Changing the Time on the BPM Machine" on page 11](#)
- ["BPM Admin" on page 1](#)

## BPM Operations

The BPM service performs the following operations:

- Collecting transaction performance data (application response time and availability) from various points, as well as from external locations.
- Retrieving business process configuration information (including applications, business transaction flows, transactions, and recorded scripts) from the profile databases via the APM Gateway Server.
- Performing the work defined in the applications and business transaction flows (including running transaction monitor scripts and WebTraces).
- Monitoring the task and aggregating relevant data, performing all necessary calculations.
- Reporting error information during the execution of tasks.

BPM sends the collected data to APM, where you can use the applications to view and analyze the data, in order to monitor the performance of your business applications and infrastructure.

## BPM Installation

You install BPM on host machines on your local network or on the Internet. Once installed, BPM runs independently as a service on the host machine. You generally deploy BPMs on multiple host machines, but



you can also use each BPM installed on a host machine as the basis for many logical BPM instances. For example, you may want to use each instance on the host machine to run tests for a different division of your organization, or use duplicate instances during the staging period for APM upgrade to communicate with the different APM versions.

Each instance can be connected to a different APM platform, or there may be several instances connected to a single APM platform (using a unique logical host name for each).

After installing BPM on a machine, the machine is added to the list of data collectors in EUM Administration. Each additional BPM instance that you define is also added to the list of available data collectors. Each BPM can then be designated as a host for your business process applications and business transaction flows, which are defined in EUM Administration. For details on creating and managing applications and business transaction flows, see "Business Process Monitor Administration User Interface" in the APM Application Administration Guide.

You can install BPM on a Windows or Linux operating system. For system requirements, see "System Requirements" in the Business Process Monitor Deployment Guide.

## Configuration, Administration, and Troubleshooting

In general, BPMs do not require configuration and administration. Where configuration, administration, or troubleshooting is required, you generally access the web-based BPM Admin console (for details, see "[How to Access BPM Admin](#)" on page 29). In addition, certain configuration changes can be made directly in the BPM files, as described in "[BPM Configuration Files](#)" on page 156.

## BPM Directories

BPM is installed in and uses a number of main directories, which are referred to extensively throughout this documentation. The following table lists these directories, showing the name used in the documentation, their default path, and a description of what they include:

Directory Name (as used in the documentation)	Description	Operating System	Default Path	Configurable
<BPM installation directory>	The directory in which the BPM application is installed.	Windows	C:\HP\BPM\	Yes
<BPM data directory>	The directory containing BPM configuration data.	Windows	C:\ProgramData\HP\BPM	No

Directory Name (as used in the documentation)	Description	Operating System	Default Path	Configurable
<BPM root directory>	Contains both the BPM installation and the BPM configuration data.  (This is similar to a combination of the <BPM installation directory> and the <BPM data directory> for Windows.)	Linux	/opt/HP/BPM	No
<BPM workspace directory>	BPM working directory	Windows Linux	<b>Windows:</b> <BPM application directory>\workspace  <b>Linux:</b> <BPM root directory>/workspace	Yes

**Note:**

- Users require read-write access to these directories.
- Directory names cannot start or end with a space or include multiple spaces.

## Users Without Admin Privileges

The following directories contain sensitive information. We recommend that you protect these directories using NTFS permissions. BPM Administrators who do not have admin privileges on the BPM machine require read-write access to these directories.

**Note:** In Windows 8.1, even users with admin privileges must be assigned read-write access to these directories.

- **Configuration Directory** (by default <BPM application directory>\config)
- **Tomcat Directory** (by default <BPM application directory>\Tomcat)
- **Workspace Directory** (by default <BPM application directory>\workspace)
- **BPM Installation directory** (by default C:\HP\BPM\ - Windows only)

You can run an instance of BPM or a BPM application as a specific user.

- For information and limitations running BPM instance as a specific user, see ["Run as a Specific User Area" on page 61](#).
- For information and limitations running a BPM application as a specific user, see ["How to Set Credentials to Run BPM as a Specific User" on page 40](#).

**Note:** You cannot run an instance of BPM and a BPM application as a specific user at the same time.

## Setting Up BPMs

For a description of the process required to set up and use BPM to collect data on the performance of specific business processes, see "How to Set up Business Process Monitors" in the APM User Guide. BPM saves detailed log entries for every executed task, and for general BPM operations.

## Changing the Time on the BPM Machine

BPM synchronizes time with the APM Gateway Server once an hour (default Time Poll Interval setting). If you change the time on the BPM machine, the BPM reports may contain incorrect times until APM is next polled for time synchronization. To avoid this, you should restart BPM/the relevant BPM instance (see ["How to Restart BPM" on page 29](#)), or change the Time Poll Interval setting for an instance to a value smaller than 60 minutes (see ["Application Performance Management Registration Properties Area" on page 59](#)).

**Note:** BPM saves persistency information after registration with APM, and after each job update. This enables you to continue to work even if the Gateway Server is temporarily unavailable.

# Chapter 2: General and Administration

You use the web based BPM Admin for managing and monitoring all BPM instances on a machine, and for customizing BPM settings. BPM Admin is installed on the host machine during BPM installation.

You can use BPM Admin to:

- Manage the run of BPM on the host machine
- Configure new instances, and then modify settings and view activity for each BPM instance
- View transaction and page component breakdown for web-based scripts
- View transaction and component breakdown for non-web-based (TCP) scripts
- View reports for WebTrace requests

All BPM Admin events are reported to a log file.

## Learn About

- ["Supported Recording Tools" on the next page](#)
- ["Snapshot on Error Option" on the next page](#)
- ["Compatibility Matrixes" on page 15](#)
- ["Requirements and Limitations for Running Tasks" on page 19](#)
- ["Planning BPM Capacity" on page 25](#)
- ["BPM Configuration Tips" on page 28](#)

## Tasks

- ["How to Run BPM" on page 28](#)
- ["How to Access BPM Admin" on page 29](#)
- ["How to Restart BPM" on page 29](#)
- ["How to Change the Language of the BPM User Interface" on page 30](#)

# Troubleshooting and Limitations

## Unable to Access BPM Admin Console

If you are unable to access the BPM Admin console via SSL, check the following log files:

- **catalina.<current date>.log** files located in:
  - **Windows:**
    - <BPM application directory>\Tomcat\logs
    - <BPM application directory>\ServletContainer\temp\logs
  - **Linux:**
    - <BPM root directory>/ServletContainer/temp/logs
- **bpm\_nanny.log** file located in:
  - **Windows:** <BPM installation directory>\yajsw\log
  - **Linux:** <BPM root directory>/yajsw/log

## Supported Recording Tools

BPM 9.30 supports scripts recorded using the following HPE tools.

- **HPE QuickTest Professional / Unified Functional Testing** (run on Windows platforms only)
- **HPE Virtual User Generator** (VuGen)

You must install QTP/UFT on the BPM machine before BPM can run scripts recorded with that tool.

For the supported versions, see "[Compatibility Matrixes](#)" on page 15.

BPM supports the same client protocol versions as those supported by its compatible version of VuGen.

**Note:** You cannot use HPE WinRunner scripts with BPM. All WinRunner scripts should be converted to QTP/UFT scripts.

## Snapshot on Error Option

When recording scripts with Virtual User Generator (VuGen), QuickTest Professional (QTP), or Unified Functional Testing (UFT), you can enable the Snapshot on Error option.

After the Snapshot on Error option is enabled, during a script run, APM saves a snapshot of a page as it appears when an error occurs during the script run. The snapshots can be viewed in the EUM Error Log and in

the Triage Raw Data report. For details, see "Snapshot on Error" in Analysis Reports and Triage Raw Data Report in the APM User Guide.

You can configure BPM to send snapshots to APM or to store them locally on the BPM machine, and you can also configure how long to keep the locally saved snapshots.

**Note:** In Internet Explorer, the snapshot resolution is based on the screen resolution of the machine running TruClient. This means that there will be different results if the script is run with different screen resolutions.

## Learn About

### Enabling the Snapshot on Error Option

For details on enabling Snapshot on Error in VuGen, QTP, or UFT, refer to the relevant VuGen, QTP, or UFT documentation set.

### Supported Protocols

The following protocols support Snapshot on Error:

- Citrix
- Flex
- Mobile Application (HTML/HTTP)
- Oracle
- RDP
- SAP GUI
- TruClient - Firefox
- TruClient - Internet Explorer
- TruClient Web (includes Internet Explorer, Firefox, and Chromium)
- Web (HTTP/HTML)
- Selenium JUnit
- TruClient native Mobile (MC)
- UFT

**Note:** When APM records a snapshot for scripts recorded using one of the web protocols, it saves only HTML code; resources such as images and JavaScript are not saved. This means that errors that occur due to missing resources may be difficult to trace from the snapshot, especially in cases where the missing resource problem has been fixed. For example, if an image resource is missing during a script run, causing an error to be recorded, but the missing image problem is later fixed, the image will still be

present when you open the snapshot of the page.

## Tasks

### How to Configure If Snapshots Are Sent to APM

1. Edit the **SendSOEToBAC** parameter in the **general** section of the **<BPM application directory>\config\agent1.cfg** file. The possible values for the parameter are:
  - 1 = Never send Snapshot on Error data to APM.
  - 2 = Always send Snapshot on Error data to APM.
  - 3 = Use the script configuration to determine where to send Snapshot on Error data (see step 2 below). This is the default option that is used if the **SendSOEToBAC** parameter has not been set.
2. If the BPM has been configured to use the script configuration to determine where to send Snapshot on Error data (that is, the **SendSOEToBAC** parameter has a value of 3), then once a script has been saved, edit the **SendSnapshotDataToBAC** parameter in the **[WEB]** section of the **default.cfg** file of the script. The possible values for the parameter are:
  - 0 = Do not send Snapshot on Error data to APM.
  - 1 = Send Snapshot on Error data to APM.

## Troubleshooting and Limitations

### The VuGen SOAP (Web Services) Protocol (WS\_SOAP) Does Not Support Snapshot on Error

Workaround: Convert scripts to HTTP/web.

1. Convert the LoadRunner SOAP script to an HTTP/web script, using `web_custom_requests` and placing your XML into the body argument.
2. You will see normal snapshots in APM if you insert `web_reg_find_statements` before your request and activate Snapshot on Error in VuGen.

## Compatibility Matrixes

This section includes the following matrixes for various environments and components supported by BPM versions:

- ["BPM Compatibility Matrix" on the next page](#)
- ["Unified Functional Testing \(UFT\) / LoadRunner Compatibility Matrix" on the next page](#)

- ["BPM Protocol Support Matrix" on the next page](#)
- ["Compatibility with VuGen" below](#)
- ["BPM/VuGen - Citrix Compatibility Matrix " on the next page](#)

In the tables below, ✓ = "supported", and X = "not supported".

### BPM Compatibility Matrix

All BPM versions since 9.13 are compatible with Business Service Management (BSM) 9.1x and 9.2x, and Application Performance Management (APM) 9.30.

**Note:** BSM 9.01 is not supported.

### Unified Functional Testing (UFT) / LoadRunner Compatibility Matrix

Version of UFT / LoadRunner	BPM 9.30	BPM 9.26	BPM 9.25	BPM 9.24	BPM 9.23	BPM 9.22
12.53	✓ (recommended)	X	X	X	X	X
12.51	✓	✓	X	X	X	X
12.50	✓	✓	X	X	X	X
12.02	✓	✓	✓	X	X	X
12.01	✓	✓	✓	✓	X	X

### Compatibility with VuGen

The recommended version of VuGen for BPM 9.30 is VuGen 12.53.

If you have an earlier version of VuGen installed, you need to uninstall it before installing the current version. VuGen can be installed on the same machine as BPM, provided that it is installed after BPM has been installed.

If you need to uninstall BPM, run VuGen **Repair the Installation** before reinstalling BPM.

If you need to repair or reinstall VuGen, you will also need to uninstall BPM and install it again before VuGen has been repaired or reinstalled.

If you are using TruClient global function library, the library must be located on a shared location accessible by all machines on which the script is going to run (VuGen or BPM).

**Note:** LoadRunner Java protocols require JDK 8 installed on the BPM server.

Set the **JAVA\_HOME** system parameter to the JDK 8 path, or for each individual script set the replay setting parameter to the JDK 8 path.



Java protocols include Java Record\Replay, Java Over HTTP, Java Vuser, Oracle – Web, and Oracle NCA.

## BPM/VuGen - Citrix Compatibility Matrix

### LoadRunner 12.53 / BPM 9.30 (Citrix ICA with Receiver for Windows)

Supported Client Version	Supported Server
12.x	Citrix XenApp 5.5, 5.6, 6.0, 6.5, 7.0, 7.5
13.x	Citrix XenDesktop 7.0
14.x	Citrix XenDesktop 7.5
14.1.200	Citrix XenDesktop 7.6
	Citrix Access Gateway (with Receiver 13.x and above)

## BPM Protocol Support Matrix

Protocol	Windows	Linux
.NET	✓	X
Ajax - Click and Script	✓	X
C VUser	✓	✓
Citrix	✓	X
COM/DCOM	✓	X
DNS (Domain Name Resolution)	✓	✓
Flex	✓	X
FTP (File Transfer Protocol)	✓	✓
IMAP	✓	✓
JAVA over HTTP	✓	X
JAVA Record\Replay	✓	X
Java Vuser	✓	X
LDAP (Listing Directory Service)	✓	✓

<b>Protocol</b>	<b>Windows</b>	<b>Linux</b>
MAPI (Microsoft Exchange)	✓	X
Mobile Application (HTML/HTTP)	✓	✓
MMS (Media Player)	✓	X
MMS (Multimedia messaging Service)	✓	X
ODBC	✓	✓
Oracle (2-tier)	✓	✓
Oracle NCA	✓	✓
Oracle - Web	✓	✓
POP 3 (Post Office Protocol)	✓	✓
RDP	✓	X
RTE (Remote Terminal Emulator)	✓	X
SAP Click and Script	✓	X
SAP GUI	✓	X
SAP Web	✓	✓
Selenium (as a Junit test)	✓	✓
Siebel – Web	✓	✓
Silverlight	✓	X
SMTP (Simple Mail Protocol)	✓	✓
SOAP (Web Services)	✓	X
TruClient - Mobile Web	✓	X
TruClient - Native Mobile	✓	X
TruClient Web (includes Internet Explorer, Firefox, and Chromium)	✓	X
Web (HTTP/HTML)	✓	✓
Windows Sockets	✓	✓

**Note:**

- *TruClient Internet Explorer* and *TruClient Firefox* have been replaced with *TruClient Web*, which also supports Chromium. If you have Internet Explorer or Firefox scripts created with earlier versions of TruClient, we recommend that you convert them to TruClient Web scripts to be able to use the latest technology. In TruClient Web you can choose which browser to use for each script. LoadRunner has a "TC Batch Conversion" tool (integrated in VuGen) which can convert old scripts to TruClient Web. For details, see the LoadRunner documentation.
- Some of the protocols require the installation of additional software components and therefore are platform dependent.
- BPM also supports all the protocols available through add-ins for the supported versions of QTP and UFT.
- BPM does not support multiple iterations for a single transaction run, whether set via internal scripting logic using loops, or in script **Run Time Settings > Run Logic > Number of Iterations**.

## Requirements and Limitations for Running Tasks

BPM has the following requirements and limitations when running scripts and WebTrace:

- ["General" below](#)
- ["Virtual User Generator Scripts" on the next page](#)
- ["QuickTest Professional \(QTP\) and Unified Functional Testing \(UFT\) Scripts" on page 22](#)
- ["Citrix Script Failing" on page 21](#)
- ["WinRunner Scripts" on page 24](#)

### General

**Note:** Refer to the LoadRunner/VuGen documentation to determine the proper configuration for running a specific script.

- We recommend that you run scripts for all protocols (with the exception of web protocols) with the BPM instance/whole BPM set to run as a specific user.
- If there is a problem with a script (for example, due to a missing client installation, a download failure, corruption in the script, and so forth), the script may fail to initialize. In this case, the application or business transaction flow containing the script also fails to initialize, with the result that none of the application or business transaction flow scripts, or WebTraces, is run on BPM.
- When a script in an application or business transaction flow is run, but for some reason does not finish

successfully (that is, it does not end with a status of **Finished properly** or **Finished (errors occurred)**), samples for transactions that were part of the script, but were not run, are sent to APM for inclusion in the Triage report. For details on the Triage report, see "Triage Report" in the APM User Guide.

- If the BPM server minimum disk space threshold is breached, BPM stops running scripts and WebTraces until the minimum buffer above the BPM server minimum disk space threshold is reached. For details about these thresholds, see "[Parameters in topaz\\_agent\\_ctrl.cfg](#)" on page 158. To change parameter values within configuration files, see "[How to Change Parameter Values Within a Configuration File](#)" on page 157.
- Scripts that include an HTML replay mode cannot download Active-X components.
- BPM is not case sensitive to transaction names, so you should ensure that each transaction within the same business transaction flow has a unique name. Two transactions that have the same name, but with case-sensitive differences, are handled as a single transaction by BPM. BPM reports both transactions to APM using a single transaction ID, and the reports show results for only one transaction.
- In Linux, if a script or application name contains a space, dollar sign (\$), or grave accent (`), the script or application does not run correctly. You should not use these symbols in the names of scripts or applications intended to be run on a Linux platform.
- Page component breakdown is supported only for certain VuGen protocols.
- WebTrace does not support the use of domain names that begin with a digit, for example, `www.1800hp.com`. An error message is displayed. Instead, use the IP address for the destination.
- Scripts of inactive applications or business transaction flows are still downloaded to BPM, so that if the application or business transaction flow is made active, the BPM does not need to download the scripts. To avoid overload problem, you should remove BPM from the relevant application or business transaction flow configurations.
- TruClient scripts that monitor applications which are sensitive to screen resolution may fail due to *Object Not Found* errors. To resolve this issue, use TruClient Web.

## Virtual User Generator Scripts

- If you are running scripts recorded with VuGen that include protocols which require a client to run (for example, Oracle Client or RealPlayer), you must have the protocol's client installed on the BPM machine.
- Citrix recording and playback is supported only on Windows platforms.
- LoadRunner requires the installation of a Citrix registry patch to record and replay scripts on Citrix client version 10.0 and later. The first time a Citrix script runs on a BPM machine, LoadRunner prompts you to install the Citrix registry patch on that machine. When prompted, click **OK** to accept the installation.
- BPM supports VuGen scripts for all Oracle NCA protocols. If you run an Oracle NCA protocol task, you can view transaction breakdown data for tasks that use http or Servlet connection methods (breakdown data for Socket communication is not supported).
- For successful Java Over HTTP script runs, install one of the following versions of Java (Oracle JDK, 32

Bit):

- 1.5.x
  - 1.6.x
  - 1.7.x (recommended)
- Before running a TruClient script recorded in VuGen versions earlier than VuGen LR11.50 SP1, open the script in VuGen LR11.50 SP2 and save it.
  - If you have added jars or classes to the classpath in VuGen and are running a java based protocol in BPM, you must perform one of the following actions to ensure that the script can locate the jars:
    - Remove the jar names from the **run-time-settings > classpath** list and place the jar files in the script folder (where the **.usr** file is). The script searches for all jars in the script folder and automatically adds them to the classpath.

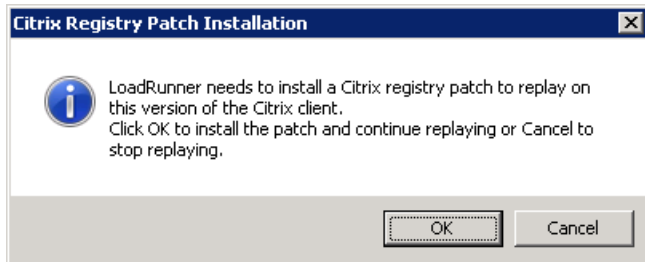
- Specify a full path to the jar in the **run-time-settings > classpath** list. For example:

```
<BPM workspace directory>\agent1\Site1\BPM_SANITY_  
1bdf936f0f747829f519ff44808577b4\13\JPetStore_TABLE_Param\wlclient.jar
```

- If a script is an asynchronous protocol type (WebAjax, Web2UI, Web2UIMob, WebIE, or TC4Mobile), and the script is aborted by BPM timeout, BPM will report to APM all transactions with status **1** (the transaction finished to run with errors) and error message "**Transaction is not finished to run. Task stopped running because it timed-out**".

## Citrix Script Failing

- If Citrix scripts consistently fail, the version of Citrix on the client may not be compatible with the version of Citrix on the server (including required patches).
- To test if this is the problem, manually run the script using the Command Prompt. If you have incompatible versions of Citrix, you will receive an error message similar to the following:



- Due to limitations in Citrix, a Citrix script may not run successfully in server mode, but will run successfully in process mode.

- You should also confirm that a separate user session is not running the Citrix Connection Center, outside of BPM. To resolve this issue, close all instances of `concenter.exe` and other citrix processes for all users.

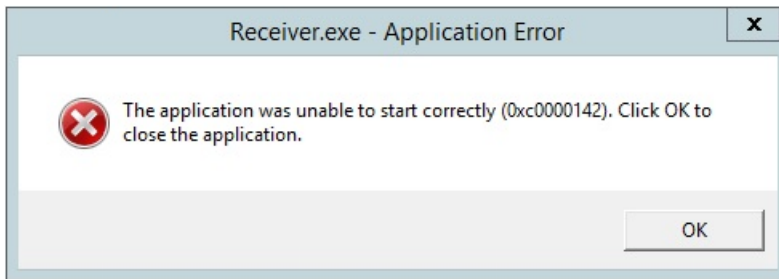
To prevent the Citrix Connection Center from starting automatically:

In the Windows Registry, set the `ConnectionCenter` registry key to an empty value (""). This key can be found at:

- **32-bit systems:** `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run`
- **64-bit systems:** `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Run`

### Citrix Scripts Fail to Start

When attempting to run Citrix scripts, the following error may appear:



To resolve this issue:

1. In APM, stop any other Citrix scripts that are already running. Right-click on the required applications and select **Management Operations > Deactivate BPM**.
2. In the Windows Task Manager, manually stop all Citrix processes (processes with a name that starts with **Citrix**) that are running under interactive sessions.
3. Log-off all existing sessions. This prevents Citrix processes from automatically restarting.
4. In APM, manually start the required scripts. Right-click on the required applications and select **Management Operations > Activate BPM**.

### QuickTest Professional (QTP) and Unified Functional Testing (UFT) Scripts

For tips and recommendations on recording scripts in QTP or UFT to run on BPM, see "Guidelines for Working with QuickTest Professional and Unfitied Functional Testing" in the APM User Guide.

- UFT scripts refer to the scripts for UFT GUI tests.
- As of BPM 9.23, BPM must run as a service for executing QTP/UFT scripts. Therefore, no special BPM startup is needed.
- If BPM is installed on Windows Server 2008 R2 or Windows 7 64 bit, do the following configuration steps before running QTP/UFT scripts:

- a. Stop BPM from the Start menu.
- b. Disable Data Execution Prevention (DEP).
- c. Disable Interactive Services Detection.

**Note:** For details on the above steps, refer to the Microsoft website, or other reference sources.

- d. Start BPM.
- Ensure that QTP/UFT is closed on the computer before running a QTP/UFT in BPM.
  - QTP/UFT cannot run tests on a computer that is logged off, locked, or running QTP/UFT as a non-interactive service.
  - The last step (may also be multiple last steps) in a QTP/UFT script should close the application being tested, as well as any child processes that are running. This cleanup step enables the next run of the script to open the application again.

However, if a script fails before it finishes running, it does not run the last step. From version 6.1, BPM supports a special close application mechanism that automatically closes the application being tested, when a QTP/UFT script fails. This mechanism is intended for fallback purposes only. Although the mechanism closes the application being tested, it does not necessarily release all of the tested application's resources. Also, any unsaved data is lost.

This mechanism is enabled by default. If required, you can disable it for a specific test, as described in ["How to Disable the Close Application Mechanism" on page 184](#).

- BPM does not support QTP/UFT scripts that require access to external resources (such as shared object repository, function library, external Data Table, external actions, and so forth). Scripts that require external resources may fail to run on BPM. (However, if the resource can be found on the network, QTP/UFT uses it.)
- BPM can run only one QTP/UFT script at a time. Make sure there are not multiple applications or business transaction flows with QTP/UFT scripts set to run concurrently, or an application or business transaction flow with more than one QTP/UFT script set to run in Concurrent run mode. (For information on run modes, see ["Run Modes" on page 129](#).)
- Transaction breakdown is not supported for transaction files recorded with QTP/UFT.
- You cannot use the **ResultDir** QTP/UFT environment variable when running a script in BPM.
- If BPM is installed on Windows Server 2008 or Windows 7, ensure the following when you record the script:
  - In the **Record And Run** Setting (in the Automation/Record section), select the **Record and run on any open browser** option.
  - The first line of the script opens a browser and the last line of the script closes the browser. For example:

```
SystemUtil.Run "URL to open"  
Script content  
Browser("script browser name").Close
```

## WinRunner Scripts

You cannot use WinRunner scripts with BPM. You should convert all WinRunner scripts to QuickTest Professional scripts.

# Non-English Language Limitations

Virtual User Generator (VuGen) 12.0 has the following known limitations when working with non-English character sets such as Cyrillic or Japanese:

- **Script Names with Non-English Characters** - In VuGen 12.02 you cannot include non-English characters in script names or re-save scripts that were created with earlier versions of VuGen that include non-English characters in the name. BPM can still run scripts with non-English characters in the script name that were created with VuGen 11.51.

For a solution to this problem, see ["Workarounds" below](#).

- **Script Parameters** - BPM cannot run scripts that have non-English parameters.  
For a solution to this problem, see ["Script Parameters" on the next page](#).
- **Transaction Name** - BPM cannot run scripts that have a transaction name that includes Japanese characters. BPM can run scripts with Russian or German characters in the transaction name.
- **Files** - Scripts cannot contain files with non-English characters.

For a complete list of limitations, see the VuGen Help file in the section **VuGen Help > Advanced Topics > Non-English Language Support > Foreign Languages - Troubleshooting and Limitations**.

## Workarounds

### Script Names with Non-English Characters

If there are script names with non-English characters, if you have VuGen 11.51 or earlier installed, open the script in VuGen and save the script with a new name using only English Characters.

If you do not have an earlier version of VuGen, you can create a new script name with English characters and transfer the old transactions to the new script.

1. In BSM, select **Admin > End User Management > Monitoring** and select a business transaction flow in the Tree that appears in the left pane.
2. In the Scripts area, add a new script that contains the same transaction names as the old script.
3. Delete the old script that had non-English characters in the name.



## Script Parameters

If you have script parameters that include non-English names, use the following procedures to create new parameters:

1. In APM, create a backup file of relevant parameters (if required):
  - a. Select **Admin > End User Management > Monitoring > Search and Replace**.
  - b. Select **Entity type - Script Monitor Parameter**.
  - c. Click **Search**.
  - d. Select the relevant parameters.
  - e. Click **Export to Excel** to create a backup file in Excel format.
2. In VuGen 12.02, rename the script parameters using English characters.
  - a. Open the script in Vugen 12.02
  - b. Open the Parameter List wizard.
  - c. Delete the old parameters, and create new parameters with English names.
  - d. Replace the parameters in the script with the new parameters.
3. If there are script names with non-English characters, update the script names:
  - a. Update the script names. For details, see ["Script Names with Non-English Characters" on the previous page](#).
  - b. Continue with step 5 below.
4. If script names have English characters, upload the revised script:
  - a. Select **Admin > End User Management > Script Repository**.
  - b. Select the old script and check it out.
  - c. Upload the new script that you created in step 2 above.
5. Update parameters (if required):
  - a. Select **Admin > End User Management > Monitoring > Search and Replace**.
  - b. And update the new parameters values.

## Planning BPM Capacity

The main factors that influence the load you can assign a BPM are:

- The hardware of the BPM machine (in terms of the processor, memory speed, processor L2 cache memory, and so forth).
- The operating system. Since BPM uses services provided by the operating system, differences between operating systems may impact BPM performance.
- The total number of concurrently running scripts on the BPM machine.

For details on hardware and operating system requirements, see "BPM System Requirements" in the Business Process Monitor Deployment Guide.

### **Example of a Simple Configuration With No Concurrent Script Runs**

An example of a simple configuration where all the scripts included in the configuration run sequentially is a BPM running a single application that uses the default application schedule of 15 minutes and that includes 15 scripts that each take one minute to complete. In this configuration there will always be a single script running, but no script will run concurrently with another.

Changes to the configuration or its environment may cause scripts to run concurrently. For example, if a script run time lasts longer than one minute due to slow performance.

### **Automatic Distribution of Concurrent Script Runs**

When a BPM has more than one application or business transaction flow configured on it, a special mechanism ensures that the distribution of concurrent running scripts is kept as low as possible.

To allow an even distribution of the BPM's use of resources (such as CPU, memory, and network), the BPM assigns each application or business transaction flow (that has its own schedule) an offset. By using this offset, BPM tries to reduce the number of concurrent script runs by staggering their start time. The offset mechanism is applied whenever a new configuration is assigned to the BPM.

### **Factors Causing Concurrent Script Runs**

Some of the main factors that may cause scripts to run concurrently are:

- The work load assigned to the BPM. This includes:
  - The number of instances configured for the BPM.
  - The number of applications and business transaction flows (run units) per instance.
  - The number of scripts per run unit.
  - The number of transactions per script.
- The scheduled interval configured for run units.
- The average time it takes for a script or run unit to finish a single run.
- The availability and performance of monitored applications. Unavailable or slow applications result in slower script runs.
- The type of the scripts. Some protocols may take a longer time to finish than others (for example, if there is a need to work with FAT client that needs to be initialized).
- The unit run modes (classic, sequential, and so forth). Some modes (such as the stepped mode with a step value of zero) enable you to run scripts concurrently. For details on run modes, see ["Run Modes" on page 129](#).

**Note:** Changing the default unit run mode overrides the automatic mechanism that distributes script runs. This reduces the load that can be assigned to a BPM. We strongly recommend that you do not change the default offset in high volume environments.

## Sizing

**Note:** Changing any one of the parameters may impact the load you can run on a BPM.

Since there are a number of factors that affect the load on a BPM, and therefore the required configuration, there are a large number of different possible configuration combinations. The following tables list some of the load and system configurations that have been used.

### Load Configuration: Simple TruClient / Firefox Transaction

Operating System: Windows 2008 R2

Instances	Apps / Instance	Scripts / App	Trx / Script	Total Apps	Total Scripts	Total Trx
1	350	2	2	350	700	1400

### Load Configuration: Simple HTTP / Web Transaction

Operating System: Windows 2012 R2

Instances	Apps / Instance	Scripts / App	Trx / Script	Total Apps	Total Scripts	Total Trx
1	250	2	3	250	500	1500
2	250	2	3	500	1000	3000
16	15	2	3	240	480	1440

### System Configuration for Testing

The tests above were performed with the following Configuration:

System	VM with Intel Xenon E5-2670 @2.60GHz (4 processors)
Memory	8 GB
Hard Drive	HDD 120GB
Operating System	Windows 2012 R2

## BPM Configuration Tips

This section describes tips and recommendations for configuring BPM:

- BPM must run on a dedicated machine.
- Use the default run unit mode
- If you do not use one of the tried configuration sizes, use the following method to check your BPM capacity.

### To check Business Process Monitor capacity for a new configuration:

1. Load the BPM with the new configuration using a rump up method (cycles). In each cycle, assign only a part of the configuration and check that the BPM's capacity is not breached (that is, a very high usage of system resources).

After a BPM is assigned a new configuration, it needs to readjust its scheduling mechanism to the new work load. This readjustment phase (during which the BPM still runs the existing configuration) may take a few minutes, depending on the work load of the existing configuration and the amount of new work required by the new configuration. During the readjustment phase, the BPM's CPU consumption may increase, but should return to normal once the readjustment is complete.

**Note:** When changing a configuration, there may be a delay in transaction reports and in some cases, transaction runs may be skipped. This applies to currently running scripts.

2. Wait until the readjustment phase stabilizes before applying additional parts of the new configuration.

## How to Run BPM

Once BPM is active on a host machine, it can continue running indefinitely. When BPM starts, it automatically starts each BPM instance.

When you install BPM on a host machine, **HPE Business Process Monitor Service** is added as a service on the host. HPE Business Process Monitor Service automatically starts BPM whenever the host machine is started.

### To Start BPM

**Windows 7, 2008:** Select **Start > Programs > HPE Business Process Monitor > Start Business Process Monitor Service**.

**Windows 8.1, 10, 2012:** Select **Windows > Run > Services.msc > Start BPM**.

**Linux:** Run `/opt/HP/BPM/bin/startBpmDaemon.sh`.

## To Stop BPM

**Windows 7, 2008:** Select **Start > Programs > HPE Business Process Monitor > Stop Business Process Monitor Service**.


**Windows 8.1, 10, 2012:** Select **Windows > Run > Services.msc > Stop BPM**.

**Linux:** Run `/opt/HP/BPM/bin/stopBpmDaemon.sh`.

## How to Access BPM Admin

You access BPM Admin via a web browser on any computer connected to your intranet or to the Internet. The BPM Admin console uses Java applet technology for which you must install JRE on each client machine.

**To access BPM Admin, use one of the following options:**

- **Windows:** On the BPM host machine, you can select **Start > Programs > HP Business Process Monitor > Business Process Monitor Admin**. BPM Admin opens in a browser window.
- **Linux:** In a browser window, enter the URL `http://<host machine>:2696`, for example, `http://cats:2696`.
- In APM:
  - a. Access the **Admin > End User Management > Settings > BPM Agents** page.
  - b. Click the **Open a Business Process Monitor Agent's Console**  button. A BPM host opens the BPM Admin for that host in a new browser window. (You must have the necessary permissions to view and manage BPM agents in APM. For details on permissions, see "Permissions" in the APM Platform Administration Guide.)

**Note:** The default port for BPM Admin is 2696. You can configure a new port if required. For details, see ["How to Change the Default Port" on page 182](#).

## How to Restart BPM

The **Restart** option enables you to restart BPM. When you select this option, BPM Admin restarts all BPM instances on the host machine. Note that it may take a minute or longer for BPM Admin to reconnect to BPM.

**Note:** When multiple run units (applications and business transaction flows) are running on a host, BPM generates start offset values to distribute script runs optimally over time. Restarting BPM prompts the recalculation of the start offset values.

If you create or delete applications and business transaction flows in End User Management Administration, you can restart BPM to reset the automatic distribution of script runs. For more information on the automatic distribution feature, see ["Start Offset" on page 128](#).

# How to Change the Language of the BPM User Interface

You can view the BPM user interface in the following languages in your web browser:

Language	Language Preference in Web Browser
Chinese	Chinese (China) [zh-cn]
English	English (United States) [en-us]
French	French (France) [fr]
Japanese	Japanese [ja]
Korean	Korean [ko]

Use the language preference option in your browser to select how to view BPM Admin. The language preference chosen affects only the user's local machine and not the BPM machine or any other user accessing the same BPM. The language is determined when you first open BPM Admin. Changing the language preference in your browser when you are working in BPM Admin has no affect until you close and reopen BPM Admin.

## Notes and Limitations

- There is no language pack installation. All translated languages are integrated into BPM Multi-lingual User interface (MLU).
- Data stays in the language it was entered in, even if the language of the web browser changes. Changing the language of the web browser on your local machine does not change the language of BPM definitions and configurations.
- If a user selects a language which is not supported by the BPM Multi-lingual User interface, the BPM Admin user interface appears in English.
- Virtual User Generator (VuGen) has limitations when working with non-English character sets. For further information see "[Non-English Language Limitations](#)" on page 24.

## Notes and Limitations for BPM on Windows

This section includes notes and limitations for BPM when it is installed on Windows Server 2008 or Windows 7.

## **User Type**

BPM on Windows Server 2008 R2, Windows Server 2012 R2, or Windows 7 must run under a user that has **Administrator** privileges.

# Chapter 3: BPM Agents

BPM agents are the BPM data collectors registered in APM.

## To access

To open the Agent Manager dialog box, in the BPM Admin console, go to **Tools > Agent Manager**.


## Learn About

### Agent Manager Option


The Tools menu contains the **Agent Manager** option, which you use to add additional BPM agents to the BPM Tree. Adding additional agents to the tree enables you to view and administer multiple BPM agents from the same BPM Admin console. When you add a BPM host in the Agent Manager, the host is displayed in the BPM Tree and the configuration is persistent (that is, if you close the browser and then reopen BPM Admin, the BPM hosts that were added in the Agent Manager still appear).

## Task

### How to Add and Configure an Agent

In the Agent Manager dialog box, click the **Add Agent**  button. The Add Agent dialog box opens. For details, see ["Add Agent Dialog Box" on the next page](#).

### How to Delete an Agent

In the Agent Manager dialog box, select the agent and click the **Delete Agent**  button.

### How to Refresh the List of Agents





In the Agent Manager dialog box, click the **Refresh**  button.



# UI Description

## Agent Manager Dialog Box

User interface elements are described below:

UI Element	Description
<b>Content Pane</b>	
	<p><b>Add Agent.</b> Opens the Add Agent dialog box, where you configure an agent to add to the BPM Tree.</p> <p><b>Note:</b> You should configure hosts using their fully qualified domain name (FQDN) or their IP address. If you add the same host twice, once with the FQDN and once without, these are considered as separate hosts and multiple entries are created in the hierarchical BPM Tree. The same behavior occurs if you configure the same host twice, once with an IP address and once with FQDN.</p>
	<p><b>Edit Agent.</b> Opens the Edit Agent dialog box, where you modify the settings of the selected agent.</p>
	<p><b>Delete Agent.</b> Removes a selected agent from the BPM Tree.</p>
	<p><b>Refresh.</b> Refreshes the list of agents that have been added to the BPM Tree.</p>
<Agents>	A list of the BPM agents that have been added to the BPM Tree.
<b>Agent Details Pane</b>	
<b>Protocol</b>	The communications protocol used to communicate with the selected BPM agent— <b>http</b> or <b>https</b> .
<b>Host</b>	The host name of the selected BPM agent.
<b>Port</b>	The port number used to communicate with the selected BPM agent.
<b>Basic authentication user name</b>	The user name for the agent machine's Tomcat basic authentication, if used.
<b>Server status</b>	The current connection status of the selected BPM agent's host machine.

## Add Agent Dialog Box

User interface elements are described below:

UI Element	Description
<b>Protocol</b>	The communications protocol used to communicate with the BPM agent you are adding— <b>http</b> or <b>https</b> .  <b>Default value:</b> http
<b>Host name</b>	The host name of the selected BPM agent you are adding.  <b>Note:</b> Use a fully qualified domain name (FQDN).
<b>Port</b>	The port number used to communicate with the BPM agent you are adding.  <b>Default value:</b> 2696
<b>Basic authentication user name</b>	The user name for the agent machine's Tomcat basic authentication, if used.
<b>Basic authentication password</b>	The password for the agent machine's Tomcat basic authentication, if used.

# Chapter 4: BPM Entities

The following BPM entities can be assigned to BPM instances on the host machine:

- Applications
- Business transaction flows
- Business transactions
- Profiles (only for instances that connect to BSM systems earlier than version 9.00)

BPM instances and entities are represented by entity icons in a hierarchical tree called the BPM Tree, which appears in the Browse tab. For information about the BPM Tree, see ["Browse Tab" on the next page](#). For information about entity icons, see ["Entity Icons" on page 37](#).

## To access

To access the BPM Tree pane, open the BPM Admin console. For details, see ["How to Access BPM Admin" on page 29](#).

## Learn About

- ["BPM Instances" on page 44](#)
- ["BPM Applications" on page 67](#)
- ["Business Transaction Flows" on page 76](#)
- ["Business Transactions" on page 88](#)

## Tasks

### How to View Information About an Entity

In the BPM Tree, hold the cursor over an entity to display its type and full name. Click an entity to display and configure its settings in the right-hand pane of the BPM Admin console.

### How to Search for an Entity

To search for an entity, enter a string in the **Entity name** field in Search tab. For details, see ["Search Tab" on the next page](#).

### How to Refresh the BPM Tree

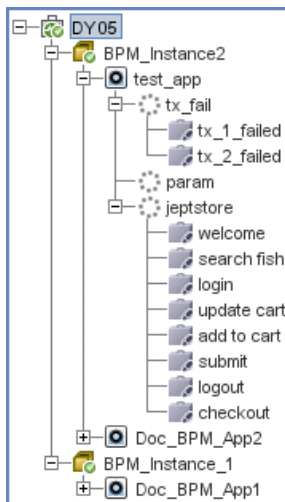
To refresh the BPM Tree, click the **Refresh Tree**  button in the Browse tab toolbar.

# UI Description

## Browse Tab

The Browse tab appears in the left pane of the BPM Admin console. The BPM Tree appears in the Browse tab.

The following is an example of the BPM Tree:



Clicking an entity in the BPM Tree displays the entity's details in the right pane of the BPM Admin console. You can configure relevant settings for the selected entity.

## Search Tab

In the Search tab, you can search for entities whose name contains a specified string. The search tab includes the following areas:

### • Search Definition Area

This area enables you to specify the string to search for in the entity names.


User interface elements are described below:

UI Element	Description
Entity name	Enter the string for which to search.
Search	Click <b>Search</b> to run the search.
Clear	Click <b>Clear</b> to clear the string in the <b>Entity name</b> element.

## • Search Results Area








This area appears after running a search. It enables you to view the search results (that is, the entities whose name include the specified string).

User interface elements are described below:

UI Element	Description
	<b>Display in Business Process Monitor Tree.</b> Displays the selected entity in the hierarchical tree in the <b>Browse</b> tab. For details, see <a href="#">"Browse Tab" on the previous page.</a>
<b>Entity name</b>	The entity name. <b>Note:</b> You can filter the list of search results by entering a string in the filter at the top of this column.
<b>Entity type</b>	The type of entity. <b>Note:</b> You can filter the list of search results by selecting a specific entity type to display from the drop-down list in the filter at the top of this column.

## Entity Icons

An icon is displayed for each entity in the tree, enabling you to identify the entity type. The following icons are used:


Icon	Represents
	BPM Host
	Instance – registration data received (from APM or from persistence files), and no errors occurred for this instance. <b>Note:</b> The displayed instance status is the status received in the last communication from APM.
	Instance – problem occurred (for example, connectivity to APM failed, or failed to create a specific user for that instance). <b>Note:</b> The displayed instance status is the status received in the last communication from APM.
	Application
	Business Transaction Flow
	Business Transaction
	Profile <b>Note:</b> Profiles are shown only for instances that connect to BSM systems earlier than version 9.00.

## Action Buttons

The toolbar of action buttons for BPM hosts and instances is located at the top of the Browse tab. Only the actions that are applicable to the entity selected in the tree are enabled.

For details on host actions, see ["Host Action Buttons" on page 41](#).

For details on instance actions, see ["Instance Action Buttons" on page 48](#).

The **Refresh**  button, which you click to refresh the BPM Tree, is enabled for all entities.

**Note:** You can also access actions for a selected entity in the BPM Tree by right-clicking the entity to display a Shortcut menu of applicable actions.

# Chapter 5: BPM Host Machine

The BPM Host page displays basic information about the BPM installation and the host machine on which it is installed.

## To access

To access the Host page, select the host entity in the BPM Tree displayed in the left pane of the BPM Admin console. The host entity is the entity at the top of the tree. For details about the BPM Tree, see ["Browse Tab" on page 36](#).

## Learn About

### Setting User Credentials

By default, BPM is set to run as a system user. You can set BPM to run as a specific user (recommended) so that all BPM-related processes, as well as all tasks defined for all BPM instances, run as that 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.)

For details on setting user credentials, see ["How to Set Credentials to Run BPM as a Specific User" on the next page](#).

You can set BPM to run as a specific user during BPM installation, or set an individual BPM instance to run as a specific user (as described in ["Run as a Specific User Area" on page 61](#)).

**Caution:** If you want to run QuickTest Professional (QTP) or Unified Functional Testing (UFT) tests, do not set BPM (or a relevant BPM instance) to run as a specific user.

**Tip:** We recommend that you run tests or scripts for all protocols (with the exception of QTP/UFT protocols and web protocols) with the BPM instance/whole BPM set to run as a specific user.

## Tasks

### How to View Information About the BPM Host Machine

See ["How to View Information About an Entity" on page 35](#).

## How to Run a Page Component Breakdown Report

See ["How to Run a Page Component Breakdown Report" on page 91.](#)

## How to Run WebTrace Reports

See ["How to Run WebTrace Reports" on page 109.](#)

## How to Set Credentials to Run BPM as a Specific User

### Note:

- If you have enabled BPM integration with QTP/UFT, do not set specific user credentials for either an individual instance of BPM or the whole BPM.
- To run BPM as a specific user in Windows, the user must be part of the Windows Administrator group.
- BPM WebTrace requires additional permissions on Linux.
- For information and limitations running a BPM instance as a specific user, see ["Run as a Specific User Area" on page 61.](#)

1. Stop BPM.
2. If you are setting the whole BPM to run as a specific user, ensure that no individual BPM instances are set to run as a specific user.
3. Set full control permissions for the user as follows:
  - **Windows:** User must be part of the Windows Administrator group.
  - **Linux:** In the `/opt/HP` directory.
4. In the Actions menu, select the Set User Credentials option. The Set User Credentials on Agent dialog box opens.
5. In the Set User Credentials on Agent dialog box, select **Other user**. For details, see ["Set User Credentials on Agent Dialog Box" on page 43.](#)

## How to Create Troubleshooting Files

The **Create Troubleshooting File** option enables you to create a zip file of various BPM directories and files for analysis or support purposes. When you select this option, the Create Troubleshooting File dialog box opens in a new window where you can select the following options:

- **Zip BPM Config and Workspace directories.** Select this to zip the entire contents of the Workspace and Config directories.
- **Include script directories.** The zip file is created by default without the script directories, minimizing the file size and enabling you to keep the script contents confidential. If the script directories are required, select this option to include them in the file, but note that this may considerably increase the size of the zip



file.

**Note:** This option is enabled only when you select the Zip BPM Config and Workspace directories option.

- **Zip BPM client log files.** These are files generated by the BPM Admin GUI on the client machine and give information to assist in troubleshooting the application GUI.

By default, a file called **BPM-<host name>-<date>-<time>.zip** is created, but you can specify a different file name and also select the location in which to save the file.



## UI Description





### BPM Tree

See ["Browse Tab" on page 36](#).

### Host Action Buttons

When a BPM host is selected, the following action buttons are enabled in the Browse tab of the BPM Tree pane:

Button	Description	For details, see the relevant help section below
	<p><b>Create New Instance.</b> Opens the Create New Instance wizard, which you use to create a new instance on a BPM host.</p> <p><b>Note:</b> You can create a maximum of 16 instances on a BPM host.</p>	<a href="#">"How to Create an Instance" on page 46</a>
	<b>Browse.</b> Opens a menu with the following browse options:	
	<b>Browse Workspace</b>	<a href="#">"How to Browse the Workspace Directory" on page 114</a>
	<b>Browse Configuration Folder</b>	<a href="#">"How to Browse the Configuration Folder" on page 156</a>

Button	Description	For details, see the relevant help section below
	<b>Run.</b> Opens a menu with the following run options:	
	<b>Run Page Component Breakdown</b>	"How to Run a Page Component Breakdown Report" on page 91
	<b>Run WebTrace</b>	"How to Run WebTrace Reports" on page 109
	<b>Create Troubleshooting File.</b>	"How to Create Troubleshooting Files" on page 40
	<b>Set User Credentials.</b> Sets the user used to run the BPM.	"How to Set Credentials to Run BPM as a Specific User" on page 40
	<b>Restart BPM.</b> Restarts the BPM.  <b>Note:</b> Restarting BPM causes the loss of any data that has not yet been reported by BPM to APM.	"How to Run BPM" on page 28

**Note:** You can also right-click a selected host in the BPM Tree to display a Shortcut menu of the applicable actions.

## Business Process Monitor Host Page

User interface elements are described below:

UI Element	Description
<b>Business Process Monitor name</b>	The name of the BPM. The name is automatically assigned during installation and is derived from the name of the host machine on which the BPM is installed.
<b>Health</b>	The health of the BPM. The valid health statuses are: <ul style="list-style-type: none"> <li>• <b>OK</b></li> <li>• <b>Agent Launch Failed</b></li> <li>• <b>The agent was killed, failed to set a timer for restarting it</b></li> <li>• <b>Run as specific user – failed to switch to user</b></li> <li>• <b>Run as specific user – invalid password</b></li> </ul>

UI Element	Description
<b>Business Process Monitor operating system</b>	The operating system of the host machine on which the BPM is installed.
<b>Configuration directory</b>	The BPM configuration directory. <b>Default value:</b> <BPM application directory>\config Users require read-write access to this directory.
<b>Workspace directory</b>	The BPM workspace directory, which you configure during the installation of BPM. <b>Default value:</b> <BPM application directory>\workspace Users require read-write access to this directory.
<b>Number of scripts</b>	The total number of scripts configured in all of the host's instances, and the number of those whose configuration status in EUM Administration is set to <b>Active</b> .
<b>Number of WebTraces</b>	The total number of WebTraces configured in all of the host's instances, and the number of those whose configuration status in EUM Administration is set to <b>Active</b> .
<b>Number of transactions</b>	The total number of transactions configured in all of the host's instances, and the number of those whose configuration status in EUM Administration is set to <b>Active</b> .

### Set User Credentials on Agent Dialog Box

User interface elements are described below:

UI Element	Description
<b>System user</b>	Select this radio button to configure BPM to run as the system user.
<b>Other user</b>	Select this radio button to configure BPM to run as a specific user and enter the following information: <ul style="list-style-type: none"> <li>• <b>Name.</b> The specific user name.</li> <li>• <b>Password.</b> The password for the specific user.</li> <li>• <b>Domain.</b> The domain of the specific user.</li> </ul>

# Chapter 6: BPM Instances

A single BPM installation can communicate with multiple APM installations, each with its own tasks. Each such connection is called an instance.

You can view details about an instance in the BPM Instance page.

## To access

To access the BPM Instance page, select an instance entity in the BPM Tree displayed in the left pane of the BPM Admin console. For details about the BPM Tree, see "[Browse Tab](#)" on page 36.

## Learn About

### Multiple BPM Instances

Your BPM installation can be used as the basis for multiple BPM instances on the host machine. For example, you may require additional instances on the host machine to work with different APM Gateway Servers. Each instance runs its own tasks and reports independently to the relevant server. Multiple instances can also serve the same APM installation with different logical host names.

### Host Names

Each instance is assigned a unique host alias, referred to as the host name. This host alias is used when designating hosts to run transactions for your applications in EUM Administration. (Note that the host name does not imply the host machine name.)

### Location Names

You define a location name for each instance, used to help identify the instance in EUM Administration and in EUM reports. The same location name can be used for multiple instances, and does not need to be the location of the BPM host machine. Changing a location name in the Location Manager in APM overrides the location configured for the instance in BPM Admin.

### Authentication Schemes

For each instance, you specify server authentication, SSL, and proxy server information, as necessary. BPM supports basic and NTLM authentication schemes. (If you receive an error message when the server tries to communicate with the instance, check which authentication scheme is in use, and that the correct authentication and proxy information is defined for the instance.) For required parameter settings when configuring NTLM authentication, see "[Parameters in sconn.cfg](#)" on page 169.

**Note:** You are required to specify the authentication user name and password parameters when creating

or editing an instance.

## Retry on Failure

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.

**Note:** BPM will not re-run a script if the script receives one of the following status codes:

- 1007 (Protocol not supported by the operating system)
- 1008 (Sandbox validation failed)
- 1009 (No free users available for script segregation)

You can set Retry on Failure values at the instance level in the Configuration tab. For further information, see ["Retry on Failure Properties Area" on page 63](#). You can set a different value for individual scripts by modifying the **default.cfg** file as described below. Values set at the script level override values set at the instance level.

### How to set Retry on Failure values at the script level:

1. Unzip the script zip file and open the **default.cfg** file in a text editor.
2. In the **General** area, add or modify the following values as seen in the example below:

```
RetryOnFailure=[1 = enable | 0 = disable]
RetryOnFailureDelay=<Number of seconds to wait before retrying>
RetryOnFailureCount=<Maximum number of retry attempts>
RetryOnFailureSendAdditionalErrorMessage=[1 = enable | 0 = disable]
```

#### Example

```
RetryOnFailure=1
RetryOnFailureDelay=30
RetryOnFailureCount=1
RetryOnFailureSendAdditionalErrorMessage=1
```

3. Once you have made the changes to the file, zip the script and upload it.
4. Apply the uploaded script to the existing application, or create a new application with the new values.

If there are values that are not set at the script level (in the default.cfg file), or the values are not valid, BPM takes values set at the instance level. If there are no valid values set at either the script or the instance level, BPM uses the following default values for the missing parameters:


- Retry on failure: False (0)
- Retry on failure delay: 30 seconds

- Retry on failure count: 1
- Send additional error message = False (0)

If there are Retry on Failure values which are not valid, the log displays a warning message.

## Tasks

### How to Create an Instance

You create an instance by using the Create New Instance wizard. To open this wizard, select a BPM host machine in the BPM Tree and click the **Create New Instance**  button in the Browse tab toolbar. For details on using the Create New Instance wizard, see ["Create New Instance Wizard" on page 49](#).

After creating a new BPM instance, the host name for the instance is added to the list of available data collectors for running applications and business transaction flows in EUM Administration. For details on specifying hosts for applications and business transaction flows, see the APM Application Administration Guide.

#### Note:

- The initial installation of BPM on the host machine automatically creates the first BPM instance in BPM Admin. For details, see "Deploying Business Process Monitor" in the Business Process Monitor Deployment Guide.
- You can create a maximum of 16 instances on a BPM host.

### How to Delete an Instance

Select an instance in the BPM Tree and click the **Remove Instance**  button in the Browse tab toolbar.

### How to Configure Instance Settings

Select an instance in the BPM Tree and click the Configuration tab in the Instance page. For details, see ["Configuration Tab" on page 58](#).

### How to Configure Forward Proxy Settings

See ["Proxy Settings Area" on page 65](#).

### How to Configure Authentication Parameters for a BPM Instance

See ["Security Settings Area" on page 63](#).

### How to Browse Instance Files

Select an instance in the BPM Tree and click the **Browse**  button. In the drop-down menu, select the Browse Instance Files option. The Browse Instance Files dialog box opens in a new window that includes the

following areas:

- **Left pane.** Displays a tree of the files included in the instance's **Site(n)** directory (the root entry in the tree), where **(n)** is an internal number assigned by BPM Admin to the instance. The files included are configuration and script files.

**Note:** The following files are not included in the instance directory:


- Log files for retrieving configurations from APM
- Log files for sending samples to APM
- Log files for APM business logic

- **Right pane.** Displays the contents of the file you select in the tree in the left pane. If the selected file is empty, the right pane also remains empty.


**Note:**

- You cannot edit the files from BPM Admin, only view the file contents.
- Use CTRL+F to find a specific string in a file.

## How to Update Changes Made in EUM Admin to the BPM Instance

Click the **Request Configuration Update**  button in the Browse tab toolbar. For details, see "[Instance Action Buttons](#)" on the next page.

## How to Purge Samples

Select an instance in the BPM Tree and click the **Purge Samples**  button. All task reports waiting to be relayed to the APM Gateway Server is removed from the queue.

**Caution:** When you click the **Purge Samples** button, all waiting data is purged from the BPM memory and cannot be retrieved.

## How to Run a BPM Instance as a Specific User

In addition, you can configure the BPM instance to run as a specific user, so that all tasks defined for the instance run as a specific user. Running the BPM instance as a specific user may be necessary to solve access permission problems on your network.

You can also set all BPM instances on the machine to run as a specific user, as described in "[How to Set Credentials to Run BPM as a Specific User](#)" on page 40.

## UI Descriptions

- ["Instance Action Buttons" below](#)
- ["Create New Instance Wizard" on the next page](#)
- ["Status Tab" on page 56](#)
- ["Configuration Tab" on page 58](#)





## Troubleshooting/Limitations

### Limitation

A BPM instance does not run applications or business transaction flows when you change a host name.

## Instance Action Buttons

When you select a BPM instance, the following action buttons are enabled in the Browse tab toolbar:

Button	Description
	<b>Remove Instance.</b> Deletes the selected instance.
	<b>Browse.</b> Opens a drop-down menu. Click the Browse Instance Files option. The instance log files appear in a new window.  For details, see <a href="#">"How to Browse Instance Files" on page 46.</a>
	<b>Request Configuration Update.</b> Updates changes made in EUM Administration (in APM) to the BPM instance. Clicking this button enables you to manually prompt BPM to poll for changes. BPM also automatically polls for updates, according to the defined job poll interval for the instance (default value: 2 minutes).
	<b>Purge Samples.</b> Removes all task reports waiting to be relayed to the APM Gateway Server from the queue.  <b>Note:</b> When you click the <b>Purge Samples</b> button, all waiting data is purged from the BPM memory and cannot be retrieved.

**Note:** You can also right-click a selected instance in the BPM Tree to display a Shortcut menu of the applicable actions.



# Create New Instance Wizard

The elements included in the wizard pages are the same as the corresponding elements in the Instance page, where you can view and edit an existing instance's settings.

This wizard contains the following pages:

- ["Define Identification Parameters Page" below](#)
- ["Run Instance as User Page" on page 51](#)
- ["Proxy Connection Settings Page" on page 53](#)
- ["Security Settings Page" on page 54](#)

## Define Identification Parameters Page

This page enables you to configure the connection settings to the APM Gateway server.

**Note:** The display, host, and location names must be entered in English. If you use non-English strings in any of the names, BPM must be installed on an operating system that supports these characters.

User interface elements are described below:

UI Element	Description
<b>Display name</b>	<p>The display name defined for the instance in BPM Admin. This name is only used within BPM Admin to identify the instance in the BPM Tree.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"><li>• Can be up to 50 characters.</li><li>• Can include the following characters: <b>0-9, a-z, A-Z</b>, hyphen (-), underscore (_).</li><li>• Cannot start or end with a hyphen (-) or an underscore (_).</li></ul>
<b>Gateway Server URL</b>	<p>The full URL of the <b>APM Default Virtual Gateway Server for Data Collectors</b> as defined in APM Platform settings, to which this instance sends collected data. The URL must be in the following format:</p> <p><b>http (or https)://&lt;Gateway Server name or IP address&gt;:&lt;port number&gt;/topaz/</b></p> <p>If you do not specify a port number, the default port is used (80 for http and 443 for https).</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• The URL is case sensitive.</li><li>• The URL cannot contain non-English characters. BPM does not support International Domain Names for the Gateway Server URL.</li></ul>

UI Element	Description
<b>Host name</b>	<p>The host name defined for the instance. The host name is used to identify the instance in EUM Administration and reports in APM.</p> <p>The host name must be unique within the APM environment.</p> <p>If you change the host name for an instance, APM assigns a new HostID value to the BPM instance. As a result, the BPM instance does not run applications or business transaction flows (or profiles for systems earlier than BSM version 9.00) that use the original host name. To enable applications and business transaction flows (or profiles) to run correctly after changing the host name, you must update your applications and business transaction flows (or profiles) in EUM Administration to use the new instance host name.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>• Do not use special characters if these characters are not supported in APM. Unsupported characters are blocked by BPM Admin.</li> <li>• Can be up to 50 characters.</li> <li>• Can include the following characters: <b>0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ &amp; * ( ) _ - + = [ ] { }   / ? . , " ' : ; &lt; &gt; (space).</b></li> </ul>
<b>Location name</b>	<p>The location defined for the instance.</p> <p><b>Note:</b> Do not change the location for a BPM instance that is designated as the host for a profile, when the database for the profile is down. Doing so removes the mapping from the profile to the instance, with no recovery.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>• Can be up to 50 characters.</li> <li>• Can include the following characters: <b>0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ &amp; * ( ) _ - + = [ ] { }   / ? . , ; (space).</b></li> </ul>
<b>Job poll interval (minutes)</b>	<p>The defined frequency (in minutes) with which BPM polls for assigned tasks (for example, running scripts or WebTrace) and changes to application configurations. This is a positive integer of up to 4 digits.</p> <p><b>Default value:</b> 2</p>

UI Element	Description
<b>Time poll interval (minutes)</b>	<p>The defined frequency (in minutes) with which BPM polls APM for time synchronization. This is a positive integer of up to 4 digits.</p> <p><b>Default value:</b> 60</p> <p><b>Note:</b> If a time change is made on the APM Gateway Server, for example, for daylight saving time, then the time poll interval value should be changed to a value smaller than the default of 60 minutes, for each BPM instance.</p> <p>If this is not done, it may take up to an hour for BPM to be synchronized with the time change in APM, and during this period the BPM samples are reported with the wrong time stamp.</p>

## Run Instance as User Page

By default, each BPM instance runs on the host machine as the system user, unless you configured the whole BPM to run as a specific user (as described in ["How to Set Credentials to Run BPM as a Specific User" on page 40](#)).

This page enables you to configure an individual instance (and not the whole BPM) to run as a specific user. Running an instance 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.)

**Note:** If you want to run QuickTest Professional/Unified Functional Testing scripts as a specific user, we recommend that you set each relevant BPM instance to run as a specific user before assigning the QuickTest Professional/Unified Functional Testing scripts.

After running QuickTest Professional/Unified Functional Testing scripts as the system user, if you then set the BPM instance to run as a specific user, the script may fail. In this case, restart the BPM machine.

User interface elements are described below:

UI Element	Description
<b>User name</b>	<p>The specific user name.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>• Can be up to 24 characters.</li> <li>• Cannot include spaces, non-Latin letters (such as Greek or Cyrillic), or any of the following characters: ( ; : " &lt;&gt; * + = \   ? , ).</li> </ul>
<b>Group</b>	<p>The user group.</p> <p><b>Note:</b> This field is for BPM on Linux only.</p>

UI Element	Description
<b>Password</b>	The password for the user. <b>Note:</b> This field is for BPM on Windows only.
<b>Domain</b>	The domain of the user. <b>Note:</b> This field is for BPM on Windows only. <b>Syntax rules:</b> <ul style="list-style-type: none"><li>• Can be up to 67 characters long.</li><li>• Can include the following characters: <b>0-9</b>, <b>a-z</b>, <b>A-Z</b>, hyphen (-).</li><li>• Cannot start or end with a hyphen (-), nor can it include spaces.</li></ul>

If you are running a BPM instance as a specific user without administrator permissions on the local machine, you need to set additional permissions for the user.

### Windows

Set additional permissions for a specific user without administrator permissions:

1. Assign Read & Execute permissions to the BPM installation directory.
2. Assign Full Control permissions to the relevant directory for the instance. For example, the first instance must have access rights to the **..\Workspace\agent1\site1** directory.
3. Assign Write permissions to the **..\Workspace\agent1\data\snapshots** directory.
4. Assign Write permissions to the default user temp directory. All MDRV based programs in the system use this directory for certain processes, for example when using a script with parameters. The directory is usually located under:
  - Windows Server 2003  
**C:\Documents and Settings\Default User\Local Settings\Temp**
  - Windows Server 2008 and Windows 7  
**C:\Users\<User name>\AppData\Local\Temp**

### Linux

Enable the instance Run as User feature for Linux:

1. Open the **/etc/sudoers** file with a dedicated editor (for example, sudoedit).
2. Replace the line **Defaults requiretty** with **Defaults !requiretty**.
3. Replace the line **root ALL=(ALL) ALL** with **root ALL=(ALL:ALL) ALL**.
4. At the end of the **Defaults env\_keep** definition section add:  
**Defaults env\_keep += "PATH M\_LROOT QTLIB QTINC PRODUCT\_DIR"**

**Note:** If there is no line beginning with **Defaults env\_keep=** already in the file, then add the line:

Defaults env\_keep = "PATH M\_LROOT QTLIB QTINC PRODUCT\_DIR" (there is no plus sign before the equals sign)

5. Save.

## Retry On Failure Settings Page

On this page you can configure how BPM should respond if a script in the instance fails. For further information about this feature, see ["Retry on Failure" on page 45](#).

User interface elements are described below:

UI Element	Description
<b>Retry on Failure</b>	Select this option to activate the Retry on Failure option.
<b>Retry on failure delay</b>	The number of seconds to wait before retrying. Note that a long failure delay may cause the application to skip a scheduled run.
<b>Retry on failure count</b>	The maximum number of attempts to retry the script before the script is defined as "Failed".
<b>Send additional error message</b>	Select this option to include the number of attempts in the failure error message.

## Proxy Connection Settings Page

On this page, you configure forward proxy settings if the BPM machine requires a proxy server for access to external servers (for example, a APM virtual server such as the APM Gateway Server or a load balancer/reverse proxy in front of a APM Gateway Server).

### Note:

- To configure access to APM through a reverse proxy, do not use these proxy settings, but configure the reverse proxy server URL instead of the Gateway Server URL in ["Define Identification Parameters Page" on page 49](#).
- If you create an instance with proxy settings and the instance gives errors and does not function properly, delete the instance, recreate it without proxy settings, and then add the required proxy settings to the recreated instance.
- You cannot connect a forward proxy configured for NTLM authentication to a APM server configured for SSL.

User interface elements are described below:

UI Element	Description
<b>Proxy user name</b>	The user name for the proxy server. <b>Note:</b> To configure a user name, you must also configure the proxy server URL.
<b>Proxy password</b>	The password for the user.
<b>Proxy domain</b>	The domain of the user.
<b>Proxy URL</b>	The URL for the proxy server. <b>Note:</b> The proxy URL must be in the following format: http (or https)://<host name or IP address>:<port number>/URL path.
<b>Proxy authentication type</b>	The type of authentication— <b>Basic</b> or <b>NTLM</b> . <b>Default value:</b> Basic

## Security Settings Page

On this page, you configure authentication parameters for the BPM instance to support the authentication scheme in use by the APM Virtual Gateway Server for Data Collectors (basic or NTLM authentication). It also enables you to define SSL settings if the BPM instance is communicating with APM using SSL.

For more information on using basic authentication in APM, see the APM Hardening Guide.

For more information on supporting SSL communication, see ["Configuring BPM to Run Over a Secure Connection" on page 172](#).

### Note:

- To define basic authentication requirements for accessing BPM Admin, see ["How to Configure Authentication for BPM Admin" on page 177](#).
- For required parameter settings when configuring NTLM authentication, see ["Parameters in sconn.cfg" on page 169](#).

User interface elements are described below:

UI Element	Description
<b>Authentication Settings</b>	
<b>Authentication user name</b>	The name of the user (recognized by the APM Gateway Server) for authentication.

UI Element	Description
<b>Authentication password</b>	The password for the configured user.
<b>Authentication domain</b>	The domain for the configured user.
<b>Authentication type</b>	The type of authentication— <b>Basic</b> or <b>NTLM</b> .  <b>Default value:</b> Basic
<b>SSL Settings</b>	
For details on obtaining a CA root certificate, see <a href="#">"How to Configure TLS Support for BPM with an APM Connection" on page 172</a> .	
<b>Truststore path</b>	The full path and file name of the truststore file containing the trusted root certificates. The truststore file must be a java keystore file (JKS).  <b>Note:</b> Configure this field only if you do not want to use the default JRE truststore ( <code>/opt/HP/BPM/JRE/lib/security/cacerts</code> ).
<b>Truststore type</b>	The type of truststore file. BPM supports <b>PKCS#12</b> and <b>JKS</b> truststore types. We recommend using <b>JKS</b> .
<b>Truststore password</b>	The password for the truststore file.
<b>Keystore path</b>	The full path and file name of the keystore file containing the client certificate and its private key. The keystore file must be either a java keystore file (JKS) or PKCS#12 type file.  <b>Note:</b> <ul style="list-style-type: none"> <li>• Configure this field only if APM connection requires a client certificate.</li> <li>• Request a client certificate from your CA with keys marked as exportable.</li> </ul>
<b>Keystore type</b>	The type of keystore file—JKS or PKCS#12.
<b>Keystore password</b>	The password for the keystore file.
<b>Private key password</b>	The password for the private key located in the keystore file.
<b>Validate that the server certificates are trusted</b>	Select this check box to validate that the authority that issued the APM server certificate is trusted by BPM (that is, the certificate of the issuing authority has been imported to the BPM truststore).
<b>Validate host names on server certificates</b>	Select this check box to validate that the configured APM server host name matches the name in the server certificate.

UI Element	Description
<b>Validate that the server certificates are not expired</b>	Select this check box to validate that the certificate is current.

## Status Tab

The Status tab displays general information about the instance, its monitoring status, and the run units included in the instance. The status tab includes the following areas:

- ["General Information Area" below](#)
- ["Monitoring Status Area" on the next page](#)
- ["Run Units Area" on the next page](#)

### General Information Area

This area enables you to view general information about the instance.

User interface elements are described below:

UI Element	Description
<b>Display name</b>	The display name defined for the instance in BPM Admin. This name is used within BPM Admin only to identify the instance in the BPM tree displayed in the left pane of the BPM Admin console.
<b>Health</b>	The communication status for the instance with APM. If an error is displayed, click the details link to display the original error message in its raw format.
<b>Instance ID</b>	BPM internal ID for the instance. <b>Tip:</b> The ID may help you identify relevant folders in the BPM workspace.
<b>Last update configuration request</b>	The last time that BPM polled for changes made in EUM Administration to BPM. <b>Note:</b> BPM also automatically polls for updates, according to the defined job poll interval (default value: 2 minutes).
<b>Last configuration update</b>	The time of the last change made to the instance configuration.



## Monitoring Status Area

This area displays information on the tasks for the instance.

User interface elements are described below:

UI Element	Description
<b>Number of applications</b>	The total number of applications associated with the instance, and the number of those whose status in EUM Administration is <b>Active</b> .
<b>Number of scripts</b>	The total number of scripts associated with the instance, and the number of those whose status in EUM Administration is <b>Active</b> .
<b>Number of WebTraces</b>	The total number of WebTraces associated with the instance, and the number of those whose status in EUM Administration is <b>Active</b> .
<b>Number of transactions</b>	The total number of transactions associated with the instance, and the number of those whose status in EUM Administration is <b>Active</b> .
<b>Pending samples</b>	The number of task reports (for completed runs of script transactions, WebTraces, and so forth) waiting to be relayed to the APM Gateway Server.  <b>Note:</b> There are no limitations to the size of the queue except for the amount of free disk space available.

## Run Units Area

This area displays details of the run units included in the instance. Run units are applications, or business transaction flows with their own schedule. For details on run units, see ["Run Units" on page 125](#).

**Note:** An inactive business transaction flow that is part of an active application is considered to have its own schedule and is therefore considered as a separate run unit.

User interface elements are described below:

UI Element	Description
<b>Type</b>	The run unit type—application or business transaction flow.

UI Element	Description
<b>Run Unit Name</b>	<p>The run unit name (that is, the application or business transaction flow name).</p> <p><b>Tooltip:</b> The run unit's schedule.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• Click the name to select the application or business transaction flow in the BPM tree and display the relevant page for it. For details on the Application page, see "<a href="#">BPM Applications</a>" on page 67 and for details on the business transaction flow page, see "<a href="#">Business Transaction Flows</a>" on page 76.</li><li>• This column is not visible when working in BPM versions earlier than 9.00.</li></ul>
<b>Last Run Start Time</b>	<p>The start time of the last run of the run unit on this instance, according to the local time on the BPM machine.</p>
<b>Last Run Duration</b>	<p>The time, in seconds, it took to execute the last run of the run unit.</p>
<b>Status</b>	<p>The current status of the run unit. Valid options are:</p> <ul style="list-style-type: none"><li>• <b>Currently running.</b> The run unit is currently running tasks.</li><li>• <b>Idle.</b> The run unit is running, but has no tasks running at this time.</li><li>• <b>Stopped.</b> The run unit is stopped.</li><li>• <b>Not initialized.</b> The run unit has not yet started its initial run.</li></ul> <p><b>Note:</b> If the status is Not initialized, the run unit is in the process of getting ready to run—creating the schedules, downloading the required scripts. If there is a problem (for example, if the script does not download or if there is an incorrect schedule definition) the run unit remains at this status and an error "failed to initialize profile X ..." is written in the <code>bpm_bsm_comm.log</code> file.</p>
<b>Application</b>	<p>The application name. If the run unit is an application, the run unit name and application are the same. If the run unit is a business transaction flow, this is the name of the application that includes the business transaction flow.</p>

## Configuration Tab

The Configuration tab enables you to view and change the instance settings.

The Configuration tab includes the following areas:

- "[Application Performance Management Registration Properties Area](#)" on the next page
- "[Run as a Specific User Area](#)" on page 61

- "Proxy Settings Area" on page 65
- "Security Settings Area" on page 63

## Application Performance Management Registration Properties Area

This area displays, and enables you to edit, the connection settings to the APM Gateway server.

<b>Important information</b>	The display, host, and location names must be entered in English. If you use non-English strings in any of the names, BPM must be installed on an operating system that supports these characters.
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User interface elements are described below:

UI Element	Description
<b>Display name</b>	<p>The display name defined for the instance in BPM Admin. This name is only used within BPM Admin to identify the instance in the BPM tree displayed in the left pane of the BPM Admin console.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>• Can be up to 50 characters.</li> <li>• Can include the following characters: <b>0-9</b>, <b>a-z</b>, <b>A-Z</b>, hyphen (-), underscore (_).</li> <li>• Cannot start or end with a hyphen (-) or an underscore (_).</li> </ul>
<b>Gateway Server URL</b>	<p>The full URL of the <b>APM Default Virtual Gateway Server for Data Collectors</b> as defined in APM Platform settings, to which this instance sends collected data. The URL must be in the following format:</p> <p><b>http (or https)://&lt;Gateway Server name or IP address&gt;:&lt;port number&gt;/topaz/</b></p> <p>If you do not specify a port number, the default port is used (80 for http and 443 for https).</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The URL is case sensitive.</li> <li>• The URL cannot contain non-English characters. BPM does not support International Domain Names for the Gateway Server URL.</li> </ul>

UI Element	Description
<b>Host name</b>	<p>The host name defined for the instance. The host name is used to identify the instance in EUM Administration and reports in APM.</p> <p>The host name must be unique within the APM environment.</p> <p>If you change the host name for an instance, APM assigns a new HostID value to the BPM instance. As a result, the BPM instance does not run applications or business transaction flows (or profiles for systems earlier than BSM version 9.00) that use the original host name. To enable applications and business transaction flows (or profiles) to run correctly after changing the host name, you must update your applications and business transaction flows (or profiles) in EUM Administration to use the new instance host name.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>Do not use special characters if these characters are not supported in APM. Unsupported characters are blocked by BPM Admin.</li> <li>Can be up to 50 characters.</li> <li>Can include the following characters: <b>0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ &amp; * ( ) _ - + = [ ] { }   / ? . , " ' : ; &lt; &gt; (space).</b></li> </ul>
<b>Location name</b>	<p>The location defined for the instance.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>This field is displayed only for instances that include profiles. That is, instances that are configured for HP Business Availability Center (installations earlier than BSM 9.00).</li> <li>Do not change the location for a BPM instance that is designated as the host for a profile, when the database for the profile is down. Doing so removes the mapping from the profile to the instance, with no recovery.</li> </ul> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>Can be up to 50 characters.</li> <li>Can include the following characters: <b>0-9, a-z, A-Z, ` ~ ! @ # \$ % ^ &amp; * ( ) _ - + = [ ] { }   / ? . , ; (space).</b></li> </ul>
<b>Job poll interval (minutes)</b>	<p>The defined frequency (in minutes) with which BPM polls for assigned tasks (for example, running scripts or WebTrace) and changes to application configurations. This is a positive integer of up to 4 digits.</p> <p><b>Default value:</b> 2</p>

UI Element	Description
<b>Time poll interval (minutes)</b>	<p>The defined frequency (in minutes) with which BPM polls APM for time synchronization. This is a positive integer positive of up to 4 digits.</p> <p><b>Default value:</b> 60</p> <p><b>Note:</b> If a time change is made on the APM Gateway Server, for example, for daylight saving time, then the time poll interval value should be changed to a value smaller than the default of 60 minutes, for each BPM instance.</p> <p>If this is not done, it may take up to an hour for BPM to be synchronized with the time change in APM, and during this period the BPM samples are reported with the wrong time stamp.</p>

### Run as a Specific User Area

By default, each BPM instance runs on the host machine as the system user, unless you configured the whole BPM to run as a specific user (as described in ["How to Set Credentials to Run BPM as a Specific User" on page 40](#)).

This area enables you to configure an individual instance (and not the whole BPM) to run as a specific user. Running an instance 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.)

**Note:** If you want to run QuickTest Professional/Unified Functional Testing scripts as a specific user, we recommend that you set each relevant BPM instance to run as a specific user before assigning the QuickTest Professional/Unified Functional Testing scripts.

After running QuickTest Professional/Unified Functional Testing scripts as the system user, if you then set the BPM instance to run as a specific user, the script may fail. In this case, restart the BPM machine.

User interface elements are described below:

UI Element	Description
<b>User name</b>	<p>The specific user name.</p> <p><b>Syntax rules:</b></p> <ul style="list-style-type: none"> <li>• Can be up to 24 characters.</li> <li>• Cannot include spaces, non-Latin letters (such as Greek or Cyrillic), or any of the following characters: ( ; : " &lt;&gt; * + = \   ? , ).</li> </ul>
<b>Group</b>	<p>The user group.</p> <p><b>Note:</b> This field is for BPM on Linux only.</p>

UI Element	Description
<b>Password</b>	The password for the user.  <b>Note:</b> This field is for BPM on Windows only.
<b>Domain</b>	The domain of the user.  <b>Note:</b> This field is for BPM on Windows only.  <b>Syntax rules:</b> <ul style="list-style-type: none"> <li>• Can be up to 67 characters long.</li> <li>• Can include the following characters: <b>0-9</b>, <b>a-z</b>, <b>A-Z</b>, hyphen (-).</li> <li>• Cannot start or end with a hyphen (-), nor can it include spaces.</li> </ul>

If you are running a BPM instance as a specific user without administrator permissions on the local machine, you need to set additional permissions for the user.

### Windows

Set additional permissions for a specific user without administrator permissions:

1. Assign Read & Execute permissions to the <BPM installation directory>.
2. Assign Full Control permissions to the relevant directory for the instance. For example, the first instance must have access rights to the **..\Workspace\agent1\site1** directory.
3. Assign Write permissions to the **..\Workspace\agent1\data\snapshots** directory.
4. Assign Write permissions to the default user temp directory. All MDRV based programs in the system use this directory for certain processes, for example when using a script with parameters. The directory is usually located under:
  - Windows Server 2003  
**C:\Documents and Settings\Default User\Local Settings\Temp**
  - Windows Server 2008 and Windows 7  
**C:\Users\<User name>\AppData\Local\Temp**

### Linux

Enable the instance Run as User feature for Linux:

1. Open the **/etc/sudoers** file with a dedicated editor (for example, `sudoedit`)
2. Replace the line `Defaults requiretty` with `Defaults !requiretty`
3. Replace the line `root ALL=(ALL) ALL` with `root ALL=(ALL:ALL) ALL`
4. At the end of the **Defaults env\_keep** definition section add:  
`Defaults env_keep += "PATH M_LROOT QTLIB QTINC PRODUCT_DIR"`

**Note:** If there is no line beginning with `Defaults env_keep=` already in the file, then add the line:

Defaults env\_keep = "PATH M\_LROOT QTLIB QTINC PRODUCT\_DIR" (there is no plus sign before the equals sign)

5. Save

## Retry on Failure Properties Area

This area enables you to control how BPM responds when a script fails.

For further information about this feature, see ["Retry on Failure" on page 45](#).

User interface elements are described below:

UI Element	Description
<b>Retry on Failure</b>	Select this option to activate the Retry on Failure option.
<b>Retry on failure delay</b>	The number of seconds to wait before retrying. Note that a long failure delay may cause the application to skip a scheduled run.
<b>Retry on failure count</b>	The maximum number of attempts to retry the script before the script is defined as "Failed".
<b>Send additional error message</b>	Select this option to include the number of attempts in the failure error message.

## Security Settings Area

This area enables you to configure authentication parameters for the BPM instance to support the authentication scheme in use by the APM Virtual Gateway Server for Data Collectors (basic or NTLM authentication). It also enables you to define SSL settings if the BPM instance is communicating with APM using SSL.

For more information on using basic authentication in APM, see the APM Hardening Guide, part of the Application Performance Management Documentation Library.

For more information on supporting SSL communication, see ["Configuring BPM to Run Over a Secure Connection" on page 172](#).

### Note:

- To define basic authentication requirements for accessing BPM Admin, see ["How to Configure Authentication for BPM Admin" on page 177](#).
- For required parameter settings when configuring NTLM authentication, see ["Parameters in sconn.cfg" on page 169](#).

User interface elements are described below:

UI Element	Description
<b>Authentication Settings</b>	
<b>Authentication user name</b>	The name of the user (recognized by the APM Gateway Server) for authentication.
<b>Authentication password</b>	The password for the configured user.
<b>Authentication domain</b>	The domain for the configured user.
<b>Authentication type</b>	The type of authentication— <b>Basic</b> or <b>NTLM</b> .  <b>Default value:</b> Basic
<b>SSL Settings</b>	
For details on obtaining a CA root certificate, see <a href="#">"How to Configure TLS Support for BPM with an APM Connection" on page 172</a> .	
<b>Truststore path</b>	The full path and file name of the truststore file containing the trusted root certificates.  <b>Note:</b> Configure this field only if you do not want to use the default JRE truststore ( <code>/opt/HP/BPM/JRE/lib/security/cacerts</code> ).
<b>Truststore type</b>	The type of truststore file. BPM supports <b>PKCS#12</b> and <b>JKS</b> truststore types. We recommend using <b>JKS</b> .
<b>Truststore password</b>	The password for the truststore file.
<b>Keystore path</b>	The full path and file name of the keystore file containing the client certificate and its private key. The keystore file must be either a java keystore file (JKS) or PKCS#12 type file.  <b>Note:</b> <ul style="list-style-type: none"> <li>• Configure this field only if APM connection requires a client certificate.</li> <li>• Request a client certificate from your CA with keys marked as exportable.</li> </ul>
<b>Keystore type</b>	The type of keystore file—JKS or PKCS#12.
<b>Keystore password</b>	The password for the keystore file.
<b>Private key password</b>	The password for the private key located in the keystore file.



UI Element	Description
<b>Validate that the server certificates are trusted</b>	Select this check box to validate that the authority that issued the BSM server certificate is trusted by BPM (that is, the certificate of the issuing authority has been imported to the BPM truststore).
<b>Validate host names on server certificates</b>	Select this check box to validate that the configured APM server host name matches the name in the server certificate.
<b>Validate that the server certificates are not expired</b>	Select this check box to validate that the certificate is current.

## Proxy Settings Area

This area enables you to configure forward proxy settings, if the BPM machine requires a proxy server for access to external servers (for example, a APM virtual server such as the APM Gateway Server or a load balancer/reverse proxy in front of a APM Gateway Server).

<b>Important information</b>	<ul style="list-style-type: none"> <li>To configure access to APM through a reverse proxy, do not use these proxy settings, but configure the reverse proxy server URL instead of the Gateway Server URL in <a href="#">"Application Performance Management Registration Properties Area"</a> on page 59.</li> <li>If you create an instance with proxy settings and the instance gives errors and does not function properly, delete the instance, recreate it without proxy settings, and then add the required proxy settings to the recreated instance.</li> <li>You cannot connect a forward proxy configured for NTLM authentication to a APM server configured for SSL.</li> </ul>
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User interface elements are described below:

UI Element	Description
<b>Proxy user name</b>	The user name for the proxy server.  <b>Note:</b> To configure a user name, you must also configure the proxy server URL.
<b>Proxy password</b>	The password for the user.
<b>Proxy domain</b>	The domain of the user.
<b>Proxy URL</b>	The URL for the proxy server.  <b>Note:</b> The proxy URL must be in the following format: http (or https)://<host name or IP address>:<port number>/URL path.

UI Element	Description
<b>Proxy authentication type</b>	The type of authentication— <b>Basic</b> or <b>NTLM</b> . <b>Default value:</b> Basic

# Chapter 7: BPM Applications

You can view the details of applications configured in EUM Administration on the BPM Application page. The Application page appears in the right pane of the BPM Admin console.

## To access

To access the Application page:

1. Open BPM Admin. For details, see ["How to Access BPM Admin" on page 29](#).
2. Select an application in the BPM Tree that appears in the left pane of the BPM Admin console. For details about the BPM Tree, see ["Browse Tab" on page 36](#).

## Learn About

### Setting a Log Level

Many scripts (for example, LoadRunner scripts and VuGen scripts for web-based protocols) include runtime settings that determine the extent of the information logged to the output when the script is run. There are three settings for logging: **Disabled**, **Brief**, and **Extended**. By default, BPM runs the scripts using the Disabled log level. This means that only minimum information is logged to the **mdrv** log for each run of the script.

You can change the log level for a specific script run when you invoke a single run of the script in the Business Transaction Flow page. Changing the log level to Brief or Extended introduces extra overhead in the **mdrv** log files, and may slow down the run of the script (so affecting the measured run times). An Extended log is helpful for debugging a script, but is otherwise not recommended.

For task details, see ["How to Run a Task \(Script or WebTrace\)" on the next page](#).

## Tasks

### How to Configure Applications in EUM Admin

You configure applications in EUM Admin.

When you configure applications, application names (as well as the names of the included transactions and scripts):

- Must be entered in the same language that is set for the operating system on which BPM is installed
- Must contain only characters that are supported by the operating system on which BPM is installed


For more details on configuring applications in EUM Administration, see "Business Process Monitor Application Configuration Wizard" in the APM Application Administration Guide.

## How to View Application Status Information

See ["Monitoring Status Area" on page 70](#).


## How to Run a Task (Script or WebTrace)

In the Monitoring Status area:

1. Select a task and click the **Run Task**  button. The Run Script dialog box opens showing details of the run.
2. In the Log level field, select a log level (Disabled, Brief, or Extended) to determine the extent of the information logged to the output for the script run. For details about log levels, see ["Setting a Log Level" on the previous page](#).
3. Enter additional command line parameters.
4. Enter a timeout value, in minutes. This value determines how long BPM attempts to retrieve the web page component data before timing out. The default timeout value is 15 minutes.
5. Click **Run**.

**Note:** These settings are applicable only to this run of the script. The task run data is not sent to APM. The task run does not affect the run unit's regular scheduling in BPM, or the run of any other run unit in BPM.

## How to Browse Scripts

In the Monitoring Status area, select a task and click the **Browse Script**  button. The Browse Script dialog box opens. If an MDRV log file exists, it is selected automatically. For details on log files, see ["Log Files" on page 117](#).

**Note:** This button is disabled for all WebTraces and for scripts for which there is no Last Run Status data.

# UI Description

- ["General Information Area" on the next page](#)
- ["Schedule List Area" on the next page](#)
- ["Monitoring Status Area" on page 70](#)
- ["Business Transaction Flows Overriding Application Schedule Area" on page 72](#)
- ["Script Properties Window" on page 83](#)
- ["WebTrace Properties Window" on page 85](#)

## General Information Area

This area enables you to view general information about the application.

User interface elements are described below:

UI Element	Description
<b>Display name</b>	The name of the application as configured in EUM Administration in APM.
<b>Status</b>	The current status of the application in APM— <b>Active</b> , <b>Inactive</b> , or <b>Downtime</b> .
<b>Location name</b>	The location defined for the instance. <b>Note:</b> <ul style="list-style-type: none"><li>• The location name represents the name set by the Location Manager. For details, see Location Manager in the APM Platform Administration Guide.</li><li>• The location name may be overridden by the Location Manager in APM.</li></ul>

## Schedule List Area

This area enables you to view the schedules configured for the application.




User interface elements are described below:

UI Element	Description
<b>Schedule Description</b>	The schedule for running the application on this BPM instance, as configured in EUM Administration. If the application has multiple schedules, all schedules are shown. (For more information, see <a href="#">"Run Units" on page 125.</a> )
<b>Time Zone</b>	The time zone to use for the BPM instance, as configured in EUM Administration.
<b>Start Offset</b>	The start offset, which specifies the delay between the application schedule time and the actual run time. (For information on how the start offset is calculated, see <a href="#">"Start Offset" on page 128.</a> )

# Monitoring Status Area

This area enables you to view general information about the application, as well as the running order and dependencies of the selected application's tasks.

User interface elements are described below:

UI Element	Description
<b>&lt;General Information&gt;</b>	
<b>Number of tasks</b>	The number of tasks included in the application run unit.
<b>Status</b>	The application run unit status. Valid options are: <ul style="list-style-type: none"> <li>• <b>Not initialized</b> – The run unit has not yet been initialized.</li> <li>• <b>Running</b> – The run unit is currently running on this BPM instance.</li> <li>• <b>Idle</b> – The run unit is not currently running on this instance and is waiting for the next scheduled run.</li> <li>• <b>Downtime</b> – The run unit is not currently running on this instance.</li> </ul>
<b>Last start time</b>	The time that the run unit was last run.
<b>Last run duration</b>	The duration of the run unit's last run.
<b>Run mode</b>	The run mode configured for the application. For details on run modes, see <a href="#">"Run Modes" on page 129</a> .
<b>&lt;Tasks&gt;</b>	
	<b>Task Properties.</b> Opens a new window showing the script or WebTrace properties. For details, see <a href="#">"Script Properties Window" on page 83</a> and <a href="#">"WebTrace Properties Window" on page 85</a> .
	<b>Browse Script.</b> Displays the script log file (in case of error during last, run the <b>mdrv</b> log file) for the last run of the task. For details on log files, see <a href="#">"Log Files" on page 117</a> .  <b>Note:</b> This element is disabled for all WebTraces and for scripts for which there is no Last Run Status data.
	<b>Run Task.</b> Runs a selected task. Details of the run are reported in a new window.

UI Element	Description
<b>Run Order</b>	The order in which the tasks are run. This is determined by the run mode configured for the BPM in EUM Administration. For details on run modes, see <a href="#">"Run Modes" on page 129</a> .
<b>Name</b>	The script or WebTrace name.
<b>Type</b>	The type of task— <b>script</b> , <b>WebTrace</b> , or <b>single URL</b> .
<b>BTF</b>	The business transaction flow in which the task is included, as configured in EUM Administration.  <b>Note:</b> <ul style="list-style-type: none"> <li>• WebTraces configured directly for the application are not included in a business transaction flow and in such cases, this cell displays <b>n/a</b>.</li> <li>• Click a business transaction flow link to select the business transaction flow in the BPM Tree and display the relevant page.</li> </ul>
<b>Status</b>	The current status of the task. Valid options are: <ul style="list-style-type: none"> <li>• <b>Not initialized</b> – The task has not yet been initialized.</li> <li>• <b>Running</b> – The task is currently running on this BPM instance.</li> <li>• <b>Idle</b> – The task is not currently running on this instance.</li> </ul>
<b>Version</b>	The script version.
<b>Last Run Status</b>	The status of the last run. Valid options are: <ul style="list-style-type: none"> <li>• <b>Finished properly</b> – The task finished running with no errors.</li> <li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the <b>network.txt</b> and <b>webtrace.txt</b> files in the <b>workspace\webtrace</b> folder. For details of browsing the workspace folder, see <a href="#">"How to Browse the Workspace Directory" on page 114</a>.</li> <li>• <b>Failed to start</b> – The task failed to start running.</li> <li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li> <li>• <b>Error: Aborted</b> – The task was aborted.</li> <li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li> <li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li> <li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li> </ul>
<b>Last Run Time</b>	The duration of the last run.

# Business Transaction Flows Overriding Application Schedule Area


This area enables you to view general information about business transaction flows that are part of the application, but which have their own schedules, so are considered as separate run units.

User interface elements are described below:

UI Element	Description
<b>BTF Name</b>	The business transaction flow name.
<b>Last Run Start Time</b>	The time that the run unit was last run.
<b>Last Run Duration</b>	The duration of the last run of the run unit.
<b>Status</b>	The current status of the business transaction flow. Valid options are: <ul style="list-style-type: none"><li>• <b>Not initialized</b> – The run unit has not yet been initialized.</li><li>• <b>Running</b> – The run unit is currently running on this BPM instance.</li><li>• <b>Idle</b> – The run unit is not currently running on this instance.</li></ul>

## Script Properties Window

This window displays general details about a script and its included transactions.

To access the Script Properties window for a selected script, click the **Task Properties**  button in the Tasks area or Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area.

**Note:** You can edit the following string-value script parameters in APM:

- File Parameter
- Custom Parameter

All other script parameters are marked as Read Only and can only be edited in VuGen or TruClient.

User interface elements are described below:

UI Element	Description
<b>General Information</b>	
<b>Name</b>	The script name, as configured in EUM Administration.




UI Element	Description
<b>Script Repository Version</b>	The version of the script used.
<b>Last Run Status</b>	The status of the last run. Valid options are: <ul style="list-style-type: none"> <li>• <b>Finished properly</b> – The task finished running with no errors.</li> <li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports. Check the <b>mdrv.log</b> file for further information on the errors encountered.</li> <li>• <b>Failed to start</b> – The task failed to start running.</li> <li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li> <li>• <b>Error: Aborted</b> – The task was aborted.</li> <li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li> <li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li> <li>• <b>Not supported by OS</b> – The task’s protocol is not supported by the operating system.</li> <li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li> </ul>
<b>Last Run Time</b>	The time of the last run.
<b>Last Run Duration</b>	The duration of the last run.
<b>Transactions—lists the transactions included in the script and displays the following data for them:</b>	
<b>Name</b>	The transaction name as used in the script.
<b>Original Name</b>	The original transaction name.  <b>Note:</b> If you change the name of a Business Transaction CI in EUM Administration, the transaction name in existing scripts is not changed. Elsewhere, however, (for example, in Service Health, reports, and EUM Administration) the transaction name is changed and persistent data for the CI is preserved.
<b>OK</b>	The response time threshold below which the transaction’s status is OK, as configured in EUM Administration.
<b>Minor</b>	The response time thresholds between which the transaction’s status is Minor, as configured in EUM Administration.

UI Element	Description
<b>Critical</b>	The response time threshold above which the transaction's status is Critical, as configured in EUM Administration.
<b>Outlier</b>	The response time threshold above which the transaction is considered to be an Outlier, as configured in EUM Administration. Outliers are transactions whose response time exceeds a defined time range.
<b>Availability</b>	The availability threshold configured for the transaction in EUM Administration.
<b>Parameters—lists the parameters used in the script and displays the following data for them:</b>	
<b>Name</b>	The parameter name.
<b>Value</b>	The parameter value.

## WebTrace Properties Window

This window displays general details about a WebTrace.

To access the WebTrace Properties window for a selected WebTrace, click the **Task Properties**  button in the Tasks area or Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area.

User interface elements are described below:

UI Element	Description
<b>URL</b>	The URL accessed by the WebTrace.
<b>Port</b>	The port for the URL accessed by the WebTrace.

UI Element	Description
<b>Last Run Status</b>	<p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"><li>• <b>Finished properly</b> – The task finished running with no errors.</li><li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant WebTrace log files for further information on the errors encountered. For details on log files, see <a href="#">"Log Files" on page 117</a>.</li><li>• <b>Failed to start</b> – The task failed to start running.</li><li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li><li>• <b>Error: Aborted</b> – The task was aborted.</li><li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li><li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li><li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li></ul>
<b>Last Run Time</b>	The time of the last run.
<b>Last Run Duration</b>	The duration of the last run.

**Note:** On Linux, BPM WebTrace requires CAP\_NET\_RAW capability or an Effective UID of 0.

# Chapter 8: Business Transaction Flows

A business transaction flow is a logical user flow in an application.

The BPM Admin Business Transaction Flow page enables you to view details of a business transaction flow configured in EUM Administration to which an instance is assigned. There are slight differences in the Business Transaction Flow page depending on whether the business transaction flow uses its parent application's schedule or has its own overriding schedule.

## To access

To access the Business Transaction Flow page:

1. Open BPM Admin. For details, see ["How to Access BPM Admin" on page 29](#).
2. Select a business transaction flow in the BPM Tree that appears in the left pane of the BPM Admin console.

The Business Transaction Flow page appears in the right pane of the BPM Admin console.

## Learn About

### Example

In a human resources application you may have a business transaction flow for registering a new employee. You assign a script to the business transaction flow (you can assign more than one script, although we recommend to assign only one) that contains individual transactions. The script for the business transaction flow for registering a new employee may include transactions for logging in to the application, entering the new employee's personal details, marking a check list to ensure that all necessary documents have been received from the new employee, and logging out of the system.

### Business Transaction Flow Schedules and Run Modes

By default, a business transaction flow uses the same schedules and run modes as its parent application, but you can configure different schedules and run modes specifically for a business transaction flow. If a business transaction flow has its own schedule, it is not included in the application run on the BPM instance, but is run as an independent unit. For details on run units, see ["Run Units" on page 125](#).

### Connecting to an HP BAC System Earlier Than Version 9.00

When a BPM instance connects to an HP Business Availability Center system earlier than version 9.00, profiles are included in the BPM Tree displayed in the left pane of the BPM Admin console, instead of applications and business transaction flows. To access the BPM Profile page, select a profile in the BPM tree. The Profile page user interface is similar to the Business Transaction Flow page user interface for

business transaction flows that have their own schedule (that is, business transaction flows that are independent run units). For details, see ["UI Description " on the next page.](#)

## Setting a Log Level

Many scripts (for example, LoadRunner scripts and VuGen scripts for web-based protocols) include runtime settings that determine the extent of the information logged to the output when the script is run. There are three settings for logging: **Disabled**, **Brief**, and **Extended**. By default, BPM runs the scripts using the Disabled log level. This means that only minimum information is logged to the **mdrv** log for each run of the script.

You can change the log level for a specific script run when you invoke a single run of the script in the Business Transaction Flow page. Changing the log level to Brief or Extended introduces extra overhead in the **mdrv** log files, and may slow down the run of the script (so affecting the measured run times). An Extended log is helpful for debugging a script, but is otherwise not recommended.

For task details, see ["How to Run a Task \(Script or WebTrace\)" below.](#)

# Tasks

## How to Configure Business Transaction Flow Schedules


You configure business transaction flows in EUM Administration.

When you configure business transaction flows, business transaction flow names (as well as the names of the included transactions and scripts):

- Must be entered in the same language that is set for the operating system on which BPM is installed
- Must contain only characters that are supported by the operating system on which BPM is installed

For more details on configuring business transaction flows in EUM Administration, see "Business Transaction Flow Configuration Wizard" in the APM Application Administration Guide.


## How to Browse Scripts

In the Tasks area, select a task and click the **Browse Script**  button. The Browse Script dialog box opens. If an **mdrv** log file exists, it is selected automatically. For details on log files, see ["Log Files" on page 117.](#)

**Note:** This button is disabled for all WebTraces and for scripts for which there is no Last Run Status data.

## How to Run a Task (Script or WebTrace)

In the Tasks area:

1. Select a task and click the **Run Task**  button. The Run Script dialog box opens showing details of the run.

2. In the Log level field, select a log level (Disabled, Brief, or Extended) to determine the extent of the information logged to the output for the script run. For details about log levels, see ["Setting a Log Level" on the previous page](#).
3. Enter additional command line parameters.
4. Enter a timeout value, in minutes. This value determines how long BPM attempts to retrieve the page component data before timing out. The default timeout value is 15 minutes.
5. Click **Run**.

**Note:** These settings are applicable only to this run of the script. The task run data is not sent to APM. The task run does not affect the run unit's regular scheduling in BPM, or the run of any other run unit in BPM.

## UI Description

- ["General Information Monitor" below](#)
- ["Schedule List Area" on the next page](#)
- ["Monitoring Status Area" on the next page](#)
- ["Tasks Area" on page 80](#)
- ["Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area" on page 82](#)
- ["Script Properties Window" on page 83](#)
- ["WebTrace Properties Window" on page 85](#)
- ["Run Script Dialog Box" on page 86](#)
- ["Browse Script Dialog Box" on page 86](#)

## General Information Monitor

This area enables you to view general information about the business transaction flow.

User interface elements are described below:

UI Element	Description
<b>Display name</b>	The name of the business transaction flow as configured in EUM Administration in APM.
<b>Status</b>	The current status of the business transaction flow in APM— <b>active</b> or <b>inactive</b> . <b>Note:</b> A message is displayed if the business transaction flow is active, but its parent application is inactive.

## Schedule List Area

This area enables you to view the schedules configured for the business transaction flow.

User interface elements are described below:

UI Element	Description
<b>Schedule Description</b>	The schedule for running the business transaction flow on this BPM instance, as configured in EUM Administration. If the business transaction flow has multiple schedules, all schedules are shown. (For more information, see <a href="#">"Run Unit Schedules" on page 127.</a> )
<b>Time Zone</b>	The time zone to use for the BPM instance, as configured in EUM Administration.
<b>Start Offset</b>	The start offset, which specifies the delay between the business transaction flow schedule time and the actual run time. (For information on how the start offset is calculated, see <a href="#">"Start Offset" on page 128.</a> )
<b>Source</b>	The schedule source. Valid options are: <ul style="list-style-type: none"><li>• <b>Own Schedule.</b> The business transaction flow has its own schedule and is therefore an independent run unit (that is, it is not included in its parent application's run unit).</li><li>• <b>Application Schedule.</b> The business transaction flow is included in its parent application's run unit and uses its parent application's schedule.</li></ul>

## Monitoring Status Area

This area enables you to view the general status and configuration of the business transaction flow.

**Note:** This area appears only for business transaction flows that have their own schedule and therefore, their own run unit.

User interface elements are described below:

UI Element	Description
<b>Number of tasks</b>	The number of tasks included in the business transaction flow run unit.



UI Element	Description
<b>Status</b>	The current status of the business transaction flow run unit. Valid options are: <ul style="list-style-type: none"> <li>• <b>Not initialized</b> – The run unit has not yet been initialized.</li> <li>• <b>Currently running</b> – The run unit is currently running on this BPM instance.</li> <li>• <b>Idle</b> – The run unit is not currently running on this BPM instance.</li> </ul>
<b>Last start time</b>	The start time of the last run.
<b>Last run duration</b>	The duration of the last run.
<b>Run mode</b>	The run mode configured for the business transaction flow. For details on run modes, see <a href="#">"Run Modes" on page 129</a> .

## Tasks Area


This area enables you to view the tasks configured for the business transaction flow and to run them.

**Note:** This area is displayed only for business transaction flows that have their own schedule and therefore, their own run unit. For details on business transaction flows that use their parent application's schedule, see ["Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area" on page 82](#).

User interface elements are described below:

UI Element	Description
	<b>Task Properties.</b> Opens a new window showing the script or WebTrace properties. For details, see <a href="#">"Script Properties Window" on page 83</a> and <a href="#">"WebTrace Properties Window" on page 85</a> .
	<b>Browse Script.</b> Displays the BPM script folder in a new window. (If an <b>mdrv</b> log file exists, it is selected automatically.) For details on log files, see <a href="#">"Log Files" on page 117</a> .  <b>Note:</b> This element is disabled for all WebTraces and for scripts for which there is no Last Run Status data.






UI Element	Description
	<p><b>Run Task.</b> Runs a selected task. Details of the run are reported in a new window.</p> <p>When you run a script, the Run Script dialog box opens, where you can set the log level (Disabled, Brief, or Extended) to determine the extent of the information logged to the output for the script run, and add additional command line parameters. Note that these changes are applicable only to this run of the script.</p> <p>The task run data is not sent to APM.</p> <p>The task run does not affect the run unit's regular scheduling in BPM, or the run of any other run unit in BPM.</p>
<b>Run Order</b>	<p>The order in which the tasks are run. This is determined by the run mode configured for the business transaction flow in EUM Administration. For details on run modes, see <a href="#">"Run Modes" on page 129</a>.</p>
<b>Name</b>	<p>The task name, as configured in EUM Administration.</p>
<b>Type</b>	<p><b>The type of task</b>—Script, WebTrace, or Single URL.</p>
<b>Last Run Status</b>	<p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> <li>• <b>Finished properly</b> – The task finished running with no errors.</li> <li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant log files for further information on the errors encountered. For details on the log files, see <a href="#">"Log Files" on page 117</a>.</li> <li>• <b>Failed to start</b> – The task failed to start running.</li> <li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li> <li>• <b>Error: Aborted</b> – The task was aborted.</li> <li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li> <li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li> <li>• <b>Not supported by OS</b> – The task's protocol is not supported by the operating system.</li> <li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li> </ul>
<b>Last Run Time</b>	<p>The time of the last run.</p>
<b>Status</b>	<p>The current status of the task. Valid options are:</p> <ul style="list-style-type: none"> <li>• <b>Not initialized</b> – The task has not yet been initialized.</li> <li>• <b>Running</b> – The task is currently running on this BPM instance.</li> <li>• <b>Idle</b> – The task is not currently running on this instance.</li> </ul>

# Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area

This area enables you to view the scripts and WebTraces configured for the business transaction flow, as well as the scripts and WebTraces configured for the business transaction flow's parent application. You can also run a script or WebTrace.

**Note:** This area is displayed only for business transaction flows that are included in their parent application's run unit (that is, business transaction flows that do not have their own schedule).


User interface elements are described below:

UI Element	Description
	<p><b>Task Properties.</b> Opens a new window showing the script or WebTrace properties. For details, see "<a href="#">Script Properties Window</a>" on the next page and "<a href="#">WebTrace Properties Window</a>" on page 85.</p>
	<p><b>Browse Script.</b> Displays the BPM script folder in a new window. (If an <b>mdrv</b> log file exists, it is selected automatically.) For details on log files, see "<a href="#">Log Files</a>" on page 117.</p> <p><b>Note:</b> This element is disabled for all WebTraces and for scripts for which there is no Last Run Status data.</p>
	<p><b>Run Task.</b> Runs a selected task. Details of the run are reported in a new window.</p> <p>When you run a script, the <b>Invoke Script</b> dialog box opens, where you can set the log level for the script run and add additional command line parameters. For details on setting log levels, see "<a href="#">Setting a Log Level</a>" on page 77. Note that these changes are only applicable to this run of the script.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The task run data is not sent to APM.</li> <li>• The task run does not affect the run unit's regular scheduling in BPM, or the run of any other run unit in BPM.</li> </ul>
<p><b>Included in Selected BTF</b></p>	<p>A check mark denotes that the script or WebTrace is included in the selected business transaction flow and not in its parent application.</p>

UI Element	Description
<b>Run Order</b>	The order in which the tasks are run. This is determined by the run mode configured for the business transaction flow's parent application in End User Management Administration. For details on run modes, see <a href="#">"Run Modes" on page 129</a> .
<b>Name</b>	The task name, as configured in EUM Administration.
<b>Type</b>	<b>The type of task</b> —Script, WebTrace, or Single URL.
<b>BTF</b>	The name of the BTF in which the script or WebTrace is included.
<b>Status</b>	The current status of the task. Valid options are: <ul style="list-style-type: none"> <li>• <b>Not initialized</b> – The task has not yet been initialized.</li> <li>• <b>Running</b> – The task is currently running on this BPM instance.</li> <li>• <b>Idle</b> – The task is not currently running on this BPM instance.</li> </ul>
<b>Last Run Status</b>	The status of the last run. Valid options are: <ul style="list-style-type: none"> <li>• <b>Finished properly</b> – The task finished running with no errors.</li> <li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant log files for further information on the errors encountered. For details on the log files, see <a href="#">"Log Files" on page 117</a>.</li> <li>• <b>Failed to start</b> – The task failed to start running.</li> <li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li> <li>• <b>Error: Aborted</b> – The task was aborted.</li> <li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li> <li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li> <li>• <b>Not supported by OS</b> – The task's protocol is not supported by the operating system.</li> <li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li> </ul>
<b>Last Run Time</b>	The time of the last run.

## Script Properties Window

This window displays general details about a script and its included transactions.

To access the Script Properties window for a selected script, click the **Task Properties**  button in the Tasks area or Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area.

**Note:** You can edit the following string-value script parameters in APM:

- File Parameter
- Custom Parameter

All other script parameters are marked as Read Only and can only be edited in VuGen or TruClient.


User interface elements are described below:

UI Element	Description
<b>General Information</b>	
<b>Name</b>	The script name, as configured in EUM Administration.
<b>Script Repository Version</b>	The version of the script used.
<b>Last Run Status</b>	<p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"> <li>• <b>Finished properly</b> – The task finished running with no errors.</li> <li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports. Check the <b>mdrv.log</b> file for further information on the errors encountered.</li> <li>• <b>Failed to start</b> – The task failed to start running.</li> <li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li> <li>• <b>Error: Aborted</b> – The task was aborted.</li> <li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li> <li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li> <li>• <b>Not supported by OS</b> – The task’s protocol is not supported by the operating system.</li> <li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li> </ul>
<b>Last Run Time</b>	The time of the last run.
<b>Last Run Duration</b>	The duration of the last run.
<b>Transactions—lists the transactions included in the script and displays the following data for them:</b>	
<b>Name</b>	The transaction name as used in the script.

UI Element	Description
<b>Original Name</b>	The original transaction name.  <b>Note:</b> If you change the name of a Business Transaction CI in EUM Administration, the transaction name in existing scripts is not changed. Elsewhere, however, (for example, in Service Health, reports, and EUM Administration) the transaction name is changed and persistent data for the CI is preserved.
<b>OK</b>	The response time threshold below which the transaction's status is OK, as configured in EUM Administration.
<b>Minor</b>	The response time thresholds between which the transaction's status is Minor, as configured in EUM Administration.
<b>Critical</b>	The response time threshold above which the transaction's status is Critical, as configured in EUM Administration.
<b>Outlier</b>	The response time threshold above which the transaction is considered to be an Outlier, as configured in EUM Administration. Outliers are transactions whose response time exceeds a defined time range.
<b>Availability</b>	The availability threshold configured for the transaction in EUM Administration.
<b>Parameters—lists the parameters used in the script and displays the following data for them:</b>	
<b>Name</b>	The parameter name.
<b>Value</b>	The parameter value.

## WebTrace Properties Window

This window displays general details about a WebTrace.

To access the WebTrace Properties window for a selected WebTrace, click the **Task Properties**  button in the Tasks area or Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area.

User interface elements are described below:

UI Element	Description
<b>URL</b>	The URL accessed by the WebTrace.
<b>Port</b>	The port for the URL accessed by the WebTrace.

UI Element	Description
<b>Last Run Status</b>	<p>The status of the last run. Valid options are:</p> <ul style="list-style-type: none"><li>• <b>Finished properly</b> – The task finished running with no errors.</li><li>• <b>Finished (errors occurred)</b> – The task finished running; however, there may be some errors in the task reports (for example, the traceroute server may report "progress aborted" for a WebTrace request). Check the relevant WebTrace log files for further information on the errors encountered. For details on log files, see <a href="#">"Log Files" on page 117</a>.</li><li>• <b>Failed to start</b> – The task failed to start running.</li><li>• <b>Terminated unexpectedly</b> – The task failed during the run.</li><li>• <b>Error: Aborted</b> – The task was aborted.</li><li>• <b>Aborted (timeout)</b> – The task timed-out and stopped running.</li><li>• <b>End status is not set</b> – The task has not run yet, therefore no end status is available.</li><li>• <b>n/a</b> – Run status is not applicable for the task, for example, if the application is inactive.</li></ul>
<b>Last Run Time</b>	<p>The time of the last run.</p>
<b>Last Run Duration</b>	<p>The duration of the last run.</p>

**Note:** On Linux, BPM WebTrace requires CAP\_NET\_RAW capability or an Effective UID of 0.

## Run Script Dialog Box

When you run a script, the Run Script dialog box opens, where you can set the log level for the script run and add additional command line parameters.

For details on setting log levels, see ["How to Configure Log Files Logging Level" on page 116](#).

**Note:** The task run data is not sent to APM. The task run does not affect the run unit's regular scheduling in BPM, or the run of any other run unit in BPM.

## Browse Script Dialog Box

The Browse Script dialog box displays the script log file (in case of error during last run then **mdrv** log file) for the last run of the task. For details on log files, see ["Log Files" on page 117](#).

**Note:** This element is disabled for all WebTraces and for scripts for which there is no Last Run Status

data.

# Chapter 9: Business Transactions

The BPM Admin Business Transaction page enables you to view details of a transaction included in business transaction flow's script, as configured in EUM Administration, to which an instance is assigned.

### To access

To access the Business Transaction page:

1. Open BPM Admin. For details, see ["How to Access BPM Admin" on page 29](#).
2. Select a business transaction in the BPM Tree that appears in the left pane of the BPM Admin console. For details about the BPM Tree, see ["BPM Entities" on page 35](#).

## Task

### How to Configure Business Transactions in EUM Admin

For details on configuring applications in EUM Administration, see "Business Process Monitor Application Configuration Wizard" in the APM Application Administration Guide.

When you configure transactions in a script or in EUM Administration, the names of transactions:

- Must be entered in the same language that is set for the operating system on which BPM is installed.
- Must contain only characters that are supported by the operating system on which BPM is installed.

## UI Description

### General Information Area

This area enables you to view general information about the transaction.

User interface elements are described below:

UI Element	Description
Display name	The name of the transaction as configured in EUM Administration in APM.



## Thresholds Area

This area enables you to view the thresholds configured for the transaction. For details on configuring transaction thresholds in EUM Administration, see "Business Transaction Business Process Monitor Configuration Page" in the APM Application Administration Guide.

User interface elements are described below:

UI Element	Description
<b>OK</b>	The response time threshold below which the transaction's status is OK, as configured in EUM Administration.
<b>Minor</b>	The response time thresholds between which the transaction's status is Minor, as configured in EUM Administration.
<b>Critical</b>	The response time threshold above which the transaction's status is Critical, as configured in EUM Administration.
<b>Outlier</b>	The response time threshold above which the transaction is considered to be an Outlier, as configured in EUM Administration. Outliers are transactions whose response time exceeds a defined time range.
<b>Availability</b>	The availability threshold configured for the transaction in EUM Administration.

## Script Area

This area enables you to view the transaction name used in the script, as well as the scripts in which the transaction is included.

User interface elements are described below:

UI Element	Description
<b>Name in script</b>	The name of the transaction as used in the script.  <b>Note:</b> If you change the name of a Business Transaction CI in EUM Administration, the transaction name in existing scripts is not changed. Elsewhere, however, (for example, in Service Health, reports, and EUM Administration) the transaction name is changed and persistent data for the CI is preserved.
<b>Included in scripts</b>	The scripts in which the transaction is included, within the same business transaction flow.

# Chapter 10: Page Component Breakdown Reports

The Page Component Breakdown (PCBD) report displays a breakdown of transaction response times (in milliseconds) for each component of a web page. You use the report to analyze network, server, and client health in real time. It can help you identify:

- Problematic elements of a web page for web based transactions (for example, images that download slowly, or broken links) .
- Problematic TCP activity for non-web based (TCP) transactions (for example, failed connections to the server).
- Where along the network problems are occurring (for example, during DNS Resolution, or during Time to First Buffer).

Web based transactions consist of web components; TCP based transactions consist of TCP requests.

For scripts set to collect component breakdown data, BPM measures response time for each specific transaction in the script, and collects breakdown data—information about client, network, and server activity during the transaction—for each component of every web page accessed in web based transactions, and for each component (request) in non-web based (TCP) transactions. This information enables you to assess whether transaction response times were affected. For example, in web based transactions, a page content may affect response times; in non-web based transactions, request size or the number of requests may affect response times.

**Note:**

- Component breakdown is supported only for certain HPE Virtual User Generator protocols.
- For non-web (TCP) based protocols, the page name has no relevance in breakdown reports.

## Learn About

- ["Understanding Web Based Transaction Breakdown Reports" on the next page](#)
- ["Understanding Non-Web Based TCP Transaction Breakdown Reports" on page 94](#)
- ["Calculating Transaction Breakdown from Component Breakdown" on page 100](#)

# Tasks

## How to Run a Page Component Breakdown Report

You can run a Page Component Breakdown report by performing one of the following tasks:

- Invoking scripts from the **Tasks** area of the **Business Transaction Flow** page. For details, see "[Tasks Included in the Business Transaction Flow and its Parent Application's Run Unit Area](#)" on page 82.

**Note:** When invoking scripts, page component breakdown data is shown only if the script was recorded using one of the configured protocols.

- Performing an on-demand page component breakdown of any web page using the **Run Page Component Breakdown** action on the **Host** page. For details, see "[How to Run the Run Page Component Breakdown Option](#)" below.

## How to Run the Run Page Component Breakdown Option

The Run Page Component Breakdown option enables you to run an on-demand page component breakdown (PCBD) request for any web page. BPM measures response time while running the request, and collects breakdown data for each component of the accessed web page. This information enables you to assess whether the response time was affected by page content. The data collected is reported only to BPM Admin (not to APM).

When you select this option, the Run Page Component Breakdown dialog box opens. User interface elements are described "[Run Page Component Breakdown Dialog Box](#)" on page 104.

## UI Description

- "[Transaction Report](#)" on page 100
- "[Run Page Component Breakdown Dialog Box](#)" on page 104
- "[Invoke Script Dialog Box](#)" on page 104
- "[Summary Report](#)" on page 105

# Understanding Web Based Transaction Breakdown Reports

The web based protocols for which BPM can perform transaction breakdown are configured in the **BdSupportedProtocols** setting in the **agent1.cfg** file on the BPM machine. For details on the **agent1.cfg** file, see "[Agent1 Directory](#)" on page 117. If a script for which BPM is configured to collect transaction

breakdown data contains multiple protocols, and one of the protocols is a web based protocol configured in the **BdSupportedProtocols** configuration setting, web based breakdown is used.

**Note:**

- Transaction breakdown is not supported by BPMs running scripts recorded in WinINet mode in HPE Virtual User Generator.
- Page component breakdown does not function for streaming objects, such as Java Applets, sounds, and movies. This is because the engine that runs the page component breakdown uses technology that handles only components that can be parsed directly from the HTML code (for example, images).

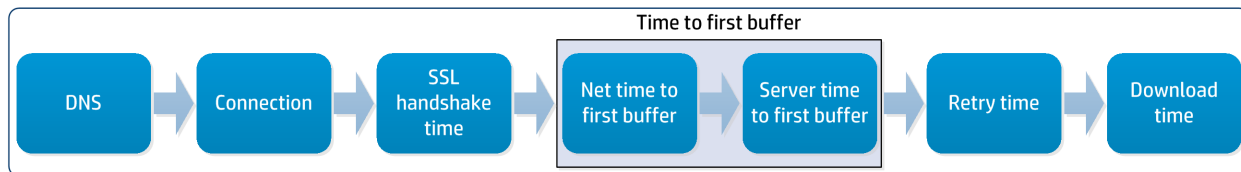
This section includes the following topics:

- ["Understanding Transaction Breakdown Categories" below](#)
- ["Understanding Download Time" on page 94](#)

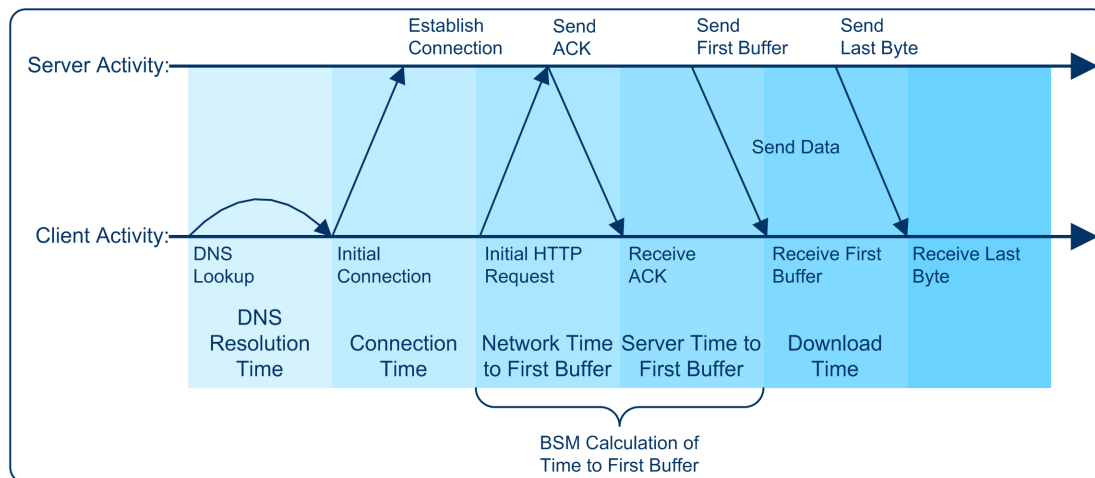
### Understanding Transaction Breakdown Categories

The transaction breakdown component in PCBD reports displays a breakdown of average transaction response times (in milliseconds) over time, for the selected time frame. Response times are broken down by retry time, DNS resolution time, connection time, network time to first buffer, server time to first buffer, download time, and client time. If your site uses SSL authentication, SSL handshaking time is also displayed.

The main transaction breakdown components are as follows:



The diagram below illustrates in more detail the relationship between the component's main breakdown categories (shown along the bottom of the diagram) and client/server activity during transaction execution.



The following table describes the component's breakdown categories. Times are calculated by taking the average of all transaction runs within the specified time period.

Name	Description
<b>Retry Time</b>	Displays the overall amount of time that passes from the moment an http request is started until the moment an http or TCP error message is returned. Retry time only relates to http or TCP errors that execute a retry after the error.
<b>DNS Resolution</b>	Displays the average amount of time needed to resolve the DNS name to an IP address, using the closest DNS server. The DNS Lookup measurement is a good indicator of slow DNS resolution or other problems with the DNS server.
<b>Connect Time</b>	Displays the average amount of time needed to establish an initial connection with the web server performing the transaction. The connection measurement is a good indicator of problems along the network or whether the server is responsive to requests.
<b>SSL Handshake Time</b>	<p>Displays the average amount of time taken to establish an SSL connection (includes the client hello, server hello, client public key transfer, server certificate transfer, and other—partially optional—stages). After this point, all the communication between the client and server is encrypted.</p> <p><b>Note:</b> The SSL handshaking measurement is applicable only for https communications.</p>
<b>Network Time to First Buffer</b>	Displays the average amount of time that passes from the moment the first http request is sent until receipt of ACK. The network measurement is a good indicator of network quality (look at the time/size ratio to calculate download rate).
<b>Server Time to First Buffer</b>	<p>Displays the average amount of time that passes from the receipt of ACK of the initial http request (usually GET) until the first buffer is successfully received back from the web server. Server Time to First Buffer is a good indicator of web server delay.</p> <p><b>Note:</b> Because server time to first buffer is being measured from the client, network time may influence this measurement if there is a change in network performance from the time the initial http request is sent until the time the first buffer is sent.</p>
<b>Download Time</b>	<p>Displays the time from the receipt of the first buffer until the last byte arrives.</p> <p>Download time is a combination of server and network time, since the server typically sends data over multiple connections, and therefore is usually working while data is being transmitted over the network. For more details, see "<a href="#">Understanding Download Time</a>" on the <a href="#">next page</a>.</p>

Name	Description
<b>Client Time</b>	<p>Displays the average amount of time that passes while a request is delayed on the client machine. Client-related delays can include browser think time, CPU think time, HTML page processing time, time needed to open sockets, application delays caused by heavy applets, and so on.</p> <p><b>Note:</b> Client time is calculated by subtracting all other measured times from the total transaction time.</p>

**Note:** In certain circumstances, for example, when the BPM is using a proxy server, the transaction breakdown mechanism cannot differentiate between server time to first buffer and network time to first buffer. In these cases, the report displays the time between initial http request and receipt of first buffer as Time to First Buffer.

## Understanding Download Time

When a BPM running a script communicates with a web server (specified by the URLs in the script), communication is carried out, by default, over four connections simultaneously.

As the web page is retrieved, its various components (images, applets, and so on) travel in data packets from server to client across these multiple connections.

As a result, at any point along the time line after the server sends the first buffer until the client receives the last byte for the page, data packets may be traveling over the network through some of the connections while others are being processed by the server through the remaining connections. The download time in the report represents the sum total of the time when network resources and server resources are in use at the same time, between the time the client receives the first buffer and the last byte.

# Understanding Non-Web Based TCP Transaction Breakdown Reports

The non-web based (TCP) protocols for which BPM can perform transaction breakdown are configured in the **AdvancedTcpBdSupportedProtocols** setting in the **agent1.cfg** file on the BPM machine. For details on the **agent1.cfg** file, see "[Parameters in agent1.cfg](#)" on page 162. If a script for which BPM is configured to collect transaction breakdown data contains multiple protocols, and none of the web protocols is configured in the **BdSupportedProtocols** configuration setting, and at least one of the TCP protocols is defined in the **AdvancedTcpBdSupportedProtocols** configuration setting, TCP breakdown is used.

**Note:**

- Non-web based (TCP) transaction breakdown is supported on Windows only.
- Supported protocols must be TCP request/response based protocols.
- Non-web based (TCP) transaction breakdown cannot be used with VuGen Speed Simulation.

This section includes the following topics:

- ["Understanding How APM Breaks Down Transaction Response Times" below](#)
- ["Understanding Transaction Breakdown Categories for Non-Web Based \(TCP\) Transactions" below](#)
- ["Understanding Time to First Buffer and Download Time for Non-Web Based \(TCP\) Transactions" on page 97](#)
- ["Understanding Breakdown Report Data for Non-Web Based \(TCP\) Transactions" on page 98](#)
- ["Notes and Limitations for Non-Web Based \(TCP\) Protocols" on page 98](#)

## Understanding How APM Breaks Down Transaction Response Times

When APM runs a BPM script and measures response time for a specific transaction, APM collects breakdown data—information about TCP activities during the transaction—for each request (component) of the transaction. A TCP request (component) represents a sequence of measurements starting with a DNS resolution, TCP Connect operation, or a Send operation on an open connection and ending with the last Receive operation for the relevant starting operation.

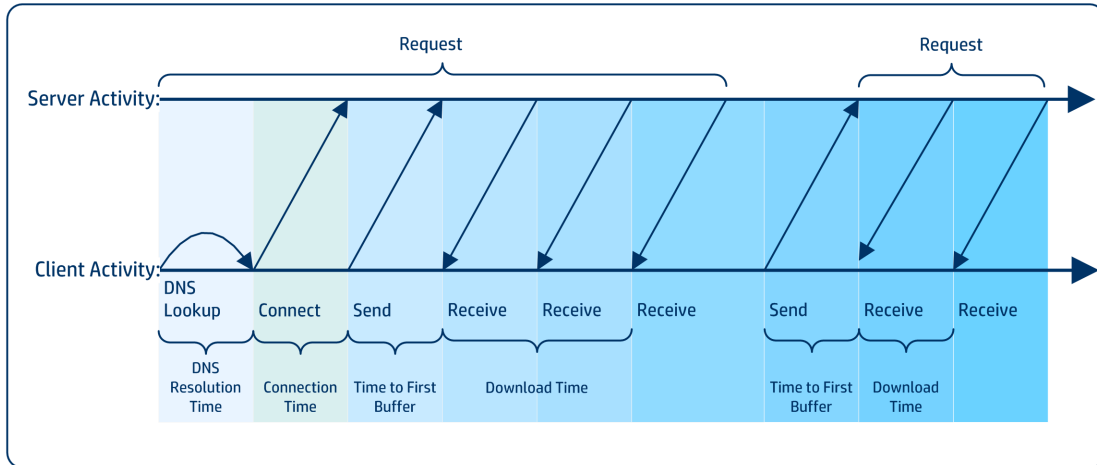
Because some TCP based protocols can use multiple connections, at any given moment in time there can be an overlap in the various breakdown categories.

## Understanding Transaction Breakdown Categories for Non-Web Based (TCP) Transactions

The transaction breakdown reports display a breakdown of average transaction response times (in milliseconds) over time, for the selected time frame. Response times are broken down by DNS resolution time, connection time, time to first buffer, download time, and client time.

The diagram below illustrates the relationship between the report's main breakdown categories (shown along the bottom of the diagram) and TCP client/server activity during transaction execution. In the diagram, there are two sequential TCP requests included in the same connection.

Note that client time is not shown in this diagram and is described in the breakdown category table. For details, see "Client Time" in the table below.



The following table describes the report's breakdown categories, which comprise a TCP request. Times are calculated by taking the average of all transaction runs within the specified time period.

Name	Description
<b>DNS Resolution</b>	<p>Displays the average amount of time needed to resolve the DNS name to an IP address, using the closest DNS server. The DNS Lookup measurement is a good indicator of slow DNS resolution or other problems with the DNS server.</p> <p><b>Note:</b> If the DNS resolution is adjacent to a Connect for the same IP address, it is considered part of the request (component) and its time is displayed in the breakdown reports. Otherwise, the DNS resolutions of one or more hosts without an adjacent Connect are considered as a separate request (component). In such cases, only the DNS Resolution time is displayed for that request and for all other measurements, a minus sign (-) is displayed.</p>
<b>Connect Time</b>	<p>Displays the average amount of time needed to establish an initial connection with the TCP server performing the transaction. The connection measurement is a good indicator of problems along the network or whether the server is responsive to requests.</p> <p><b>Note:</b> If a connection did not occur within a request's (component's) context, a minus sign (-) is displayed for the connection time in the breakdown reports.</p>
<b>Time to First Buffer</b>	<p>Displays the average amount of time that passes from the first TCP Send up to and including the first Receive of a component. This measurement includes both network time and server time that are required for handling the first TCP buffer. It is a good indicator of both network quality and server delay.</p> <p><b>Note:</b> This measurement is shown only if both Sends and Receives are included in the request (component). If there are no Sends or Receives within a request (component), a minus sign (-) appears in the breakdown reports.</p>



Name	Description
<b>Network Time to First Buffer</b>	<p>Displays the time from the first Send up to and including the last Send. This measurement is a good indicator of network quality.</p> <p><b>Note:</b> This measurement is shown only if there are Sends included in the request (component), but no Receives. If there are no Sends or Receives within a request (component), a minus sign (-) is displayed in the breakdown reports.</p>
<b>Server Time to First Buffer</b>	<p>Displays the average amount of time that passes from the receipt of ACK of the initial http request (usually GET) until the first buffer is successfully received back from the web server. The server time to first buffer measurement is a good indicator of web server delay.</p> <p><b>Note:</b> Because server time to first buffer is being measured from the client, network time may influence this measurement if there is a change in network performance from the time the initial http request is sent until the time the first buffer is sent.</p> <p>This measurement is shown only if there are Sends included in the request (component), but no Receives. A minus sign (-) is displayed in the breakdown reports.</p>
<b>Download Time</b>	<p>Displays the time from the receipt of the second TCP buffer up to and including receipt of the last byte.</p> <p>Download time usually only includes network time and is influenced by both network quality and component size.</p> <p>For more details, see <a href="#">"Understanding Time to First Buffer and Download Time for Non-Web Based (TCP) Transactions" below</a>.</p> <p><b>Note:</b> If a download did not occur within a request's (component's) context, a minus sign (-) is displayed for the download time in the breakdown reports.</p>
<b>Client Time</b>	<p>Displays the average amount of time that passes while a request is delayed on the client machine. Client-related delays can include CPU think time, processing time, time needed to open sockets, time between the last Receive of a request and the first Send of the next request in the same connection, and so on.</p> <p><b>Note:</b> Client time is calculated by subtracting all other measured times from the total transaction time.</p>

**Note:** Either Time to First Buffer or Network Time to First Buffer and Server Time to First Buffer are displayed.

### Understanding Time to First Buffer and Download Time for Non-Web Based (TCP) Transactions

Time to First Buffer includes both network time (for sending the packet) and server time (for processing the

packet), whereas Download time usually includes only network time (for downloading the rest of the reply packets). This means that if both Time to First Buffer and Download times increase, it is a good indicator of network quality problems and if only Time to First Buffer increases, it is usually a good indicator of server delay problems.

## Understanding Breakdown Report Data for Non-Web Based (TCP) Transactions

The same breakdown reports are used to display web based breakdown data and non-web based (TCP) breakdown data, but the following differences apply when viewing non-web based (TCP) breakdown data:

- The **Page** column (which displays page names for web based transactions) is not applicable for non-web based transactions and a minus sign (-) is displayed in this column for all non-web based components.
- The **Retry Time** and **SSL Handshake Time** columns are not applicable for non-web based transactions and a minus sign (-) is displayed in these columns for all non-web based components.
- In the **Component/Request** column (which displays URLs for web based breakdown data), the name of the TCP request (component) is displayed. The name can be one of the following:
  - **TCP\_BdwnDns<nnn>**. For DNS only components (for example, a DNS component that does not have an adjacent Connect component correlated to the same IP address). The number in the display is sequentially incremented for each component entry. For such entries, only the DNS Resolution time is displayed and for all other measurements, a minus sign (-) is displayed.
  - **TCP\_BdwnReq<nnn>**. For TCP request components. The number in the display is sequentially incremented for each component entry.
- For non-web based (TCP) components, there is no tooltip available for the **Page** column.
- You cannot click a non-web based (TCP) component to drill down to further information about it.

## Notes and Limitations for Non-Web Based (TCP) Protocols

The following table lists the TCP protocols for which breakdown data can be displayed, together with special notes and limitations where applicable:

Protocol	Notes and Limitations
SAP GUI	Multi-threaded protocol. The BPM Agent must run in Process mode. Service mode is not supported.
SMTP	N/A

Protocol	Notes and Limitations
<b>POP3</b>	The communication in a POP3 script usually starts with a server's greeting message. Consequently, the first TCP breakdown component (request) in the script is usually reported with valid DNS and Connect times, whereas the Download time is reported as 0 and all other time measurements are not applicable and are shown with a minus (-) sign in the reports.
<b>IMAP</b>	The communication in an IMAP script usually starts with a server's greeting message. Consequently, the first TCP breakdown component (request) in the script is usually reported with valid DNS and Connect times, whereas the Download time is reported as 0 and all other measurements are not applicable and are shown with a minus (-) sign in the reports.
<b>Oracle 2-Tier</b>	Some of the steps in an Oracle 2-Tier script end with data being sent by the client, without receiving any response. Consequently, there are TCP breakdown components reported with a Network Time to First Buffer value $\geq 0$ and with all other measurements not applicable and shown with a minus (-) sign in the reports.
<b>ODBC</b>	N/A
<b>FTP</b>	Both FTP passive and FTP active modes are supported.
<b>LDAP</b>	The last step in an LDAP script (which terminates the connection to the server) usually ends with data being sent by the client, without receiving any response. Consequently, there is a corresponding TCP breakdown component reported with a Network Time to First Buffer value $\geq 0$ and with all other measurements not applicable and shown with a minus (-) sign in the reports.
<b>EJB</b>	Multi-threaded protocol.
<b>Java Record/Replay</b>	<ul style="list-style-type: none"> <li>• A protocol which supports and combines the following Java protocols—RMI, CORBA, JMS, JACADA, and Custom Hooks. TCP breakdown is supported only when the script is recorded using RMI protocol calls. If the script includes other protocol calls, TCP breakdown results are not defined.</li> <li>• Multi-threaded protocol.</li> <li>• Both RMI over IIOP and RMI over JRMP are supported.</li> <li>• Some Java applications which use the RMI protocol send many ping requests between application-driven RMI calls. Consequently, the TCP breakdown reports many components with a small Time to First Buffer value and with a Download size of approximately 1 byte.</li> <li>• The last step in a Java Record/Replay script (which terminates the connection to the</li> </ul>

Protocol	Notes and Limitations
	server) sometimes ends with data being sent by the client, without receiving any response. Consequently, there is a corresponding TCP breakdown component reported with a Network Time to First Buffer value $\geq 0$ and with all other measurements not applicable and shown with a minus (-) sign in the reports.
<b>Java Vuser</b>	Supports RMI Java
<b>Oracle NCA</b>	<p>If the script works over http communications, you can run it using web breakdown (which is the default).</p> <p>If the protocol is run using TCP socket communications instead of http, web breakdown is not applicable and you can run it using TCP breakdown instead, providing that:</p> <ul style="list-style-type: none"> <li>• The script is recorded in such a way so that the Active Types with which the script is recorded are Oracle NCA only (that is, the script does not include WEB (http/html)).</li> <li>• You move the Oracle NCA protocol from the <b>BdSupportedProtocols</b> list to the <b>AdvancedTcpBdSupportedProtocols</b> list in the <b>agent1.cfg</b> file on the BPM machine.</li> </ul>

## Calculating Transaction Breakdown from Component Breakdown

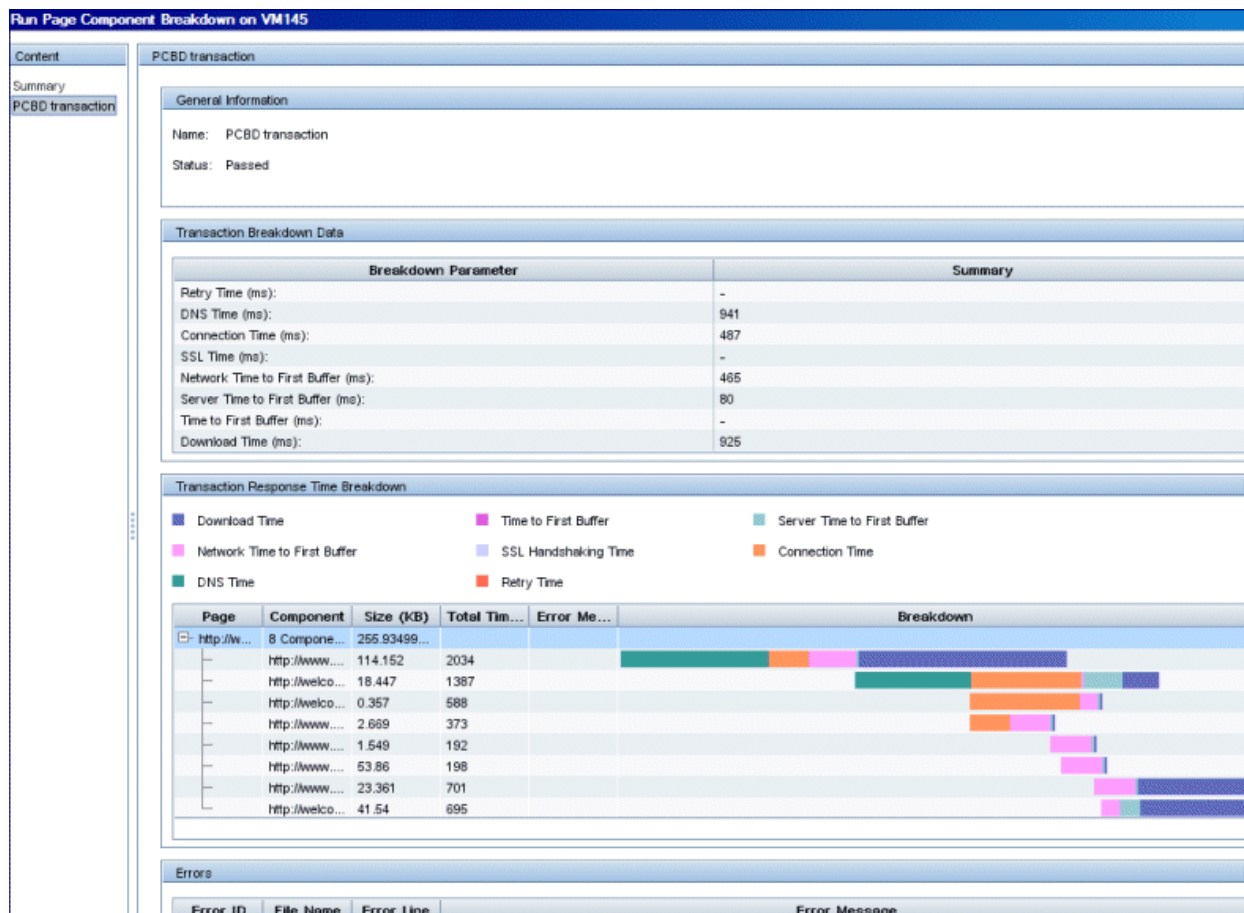
APM uses a weighted algorithm to display the breakdown data that it collects. Every breakdown category for every element of the connection requests is taken into consideration, and weight is given to the element according to its value relative to the other elements in the concurrent time period. For example, the Connect time for each request in the connection is collected, weighted, and then displayed under the Connect time category.

## Transaction Report

**Note:** This section is applicable for web based transactions. For the differences in breakdown reports for non-web based (TCP) transactions, see "[Understanding Breakdown Report Data for Non-Web Based \(TCP\) Transactions](#)" on page 98.

The Transaction reports included in the Page Component Breakdown report enable you to assess whether transaction response times and service availability are being affected by page content. There is a separate report for each transaction included in the script and you display the report for a specific transaction by selecting the transaction in the Context pane.

The report displays general data about the transaction run, summary response time breakdown data for all of the components in the transaction, transaction response time breakdown data for each component in the transaction, and error data. For details of the breakdown categories, see ["Understanding Transaction Breakdown Categories"](#) on page 92.



The Transaction reports included in the Page Component Breakdown report include the following areas:

- ["General Information Area"](#) on the next page
- ["Transaction Breakdown Data Area"](#) on the next page
- ["Transaction Response Time Breakdown Area"](#) on the next page
- ["Errors Area"](#) on page 104

## General Information Area

User interface elements are described below:

UI Element	Description
<b>Name</b>	The transaction name.  <b>Note:</b> For on-demand component breakdown, there is one default transaction called PCBD transaction.
<b>Status</b>	The status of the transaction run. Valid statuses are: <ul style="list-style-type: none"><li>• <b>Pending.</b> The transaction is waiting to run.</li><li>• <b>Passed.</b> The transaction ran successfully.</li><li>• <b>Failed.</b> The transaction did not run successfully.</li><li>• <b>No data arrived.</b> The transaction ran successfully, but no data was received or the script containing the transaction did not run.</li><li>• <b>Timeout.</b> BPM was unable to retrieve page component data within the configured timeout period.</li></ul>

## Transaction Breakdown Data Area

User interface elements are described below:

UI Element	Description
<b>Breakdown Parameter</b>	The transaction breakdown category name. For details of the breakdown categories, see <a href="#">"Understanding Transaction Breakdown Categories" on page 92.</a>
<b>Summary</b>	The weighted time, in milliseconds, of all the components included in the transaction, for the breakdown category. For details on weighting, see <a href="#">"Understanding How APM Breaks Down Transaction Response Times" on page 95.</a>

## Transaction Response Time Breakdown Area

User interface elements are described below:

UI Element	Description
<b>&lt;Legend&gt;</b>	Describes the color coding used in the report.

UI Element	Description
<b>Page</b>	<p>The URLs of the web pages accessed in the transaction.</p> <p><b>Tooltip:</b> Hold the cursor over the name of a page to show the full name.</p> <p><b>Note:</b> Click the plus (+) sign to expand a page and display its components.</p>
<b>Component</b>	<p>The URLs of the components included in an accessed web page.</p> <p><b>Tooltip:</b> Hold the cursor over the name of a component to show the full name.</p> <p><b>Note:</b> If the parent web page is not expanded to display its components, this column displays the total number of components included in the page.</p>
<b>Size (KB)</b>	<p>The total size, in kilobytes, of the page or component.</p>
<b>Total Time (ms)</b>	<p>The total time of the component, in milliseconds.</p>
<b>Error Message</b>	<p>If applicable, an error message related to the specific component.</p>
<b>Breakdown</b>	<p>A bar that shows the total component time in milliseconds. The color-coded segments enable you to differentiate between the various breakdown categories for the component, with each colored segment representing the total time for its corresponding measurement. For example, you can view the overall DNS time for the component. (For explanations of the breakdown categories, see <a href="#">"Understanding Transaction Breakdown Categories" on page 92.</a>)</p> <p><b>Tooltip:</b></p> <ul style="list-style-type: none"> <li>• Hold the cursor over a colored segment to view the breakdown category name and the total time for that category.</li> <li>• Hold the cursor over the white space to the left of a component's colored bar to show a tooltip with the offset time for that component. The offset time for a specific component is the time that passes from the start time of the first component on the page until the start time of the specific component.</li> </ul> <p><b>Note:</b> Gaps in time between components (time between one component finishing and the next one starting) represent processing time—client-side delays caused by browser think time, CPU think time, HTML page processing time, time needed to open sockets or threads, and so forth.</p>

## Errors Area

User interface elements are described below:

UI Element	Description
<b>Error ID</b>	The error ID number
<b>File Name</b>	The name of the file in which the error occurred.
<b>Error Line</b>	The line number in the file on which the error occurred.
<b>Error Message</b>	The error message.

## Run Page Component Breakdown Dialog Box

UI Element	Description
<b>Address</b>	The address for the target web page. This may be: <ul style="list-style-type: none"><li>• The name of a server on the local network</li><li>• A web address</li><li>• The full URL for the page, for example: <b>http://www.hpe.com/</b></li></ul>
<b>Authentication user name</b>	If the destination requires authentication, type the name of a recognized user.
<b>Authentication password</b>	The password for the authentication user name (or leave empty if the URL requires a blank password).
<b>Timeout</b>	A timeout value, in minutes. This value determines how long BPM attempts to retrieve the page component data before timing out.  <b>Default value:</b> 15 minutes
<b>Run</b>	Click to run the page component breakdown. The Invoke PCBD window opens, displaying the page component breakdown report.

## Invoke Script Dialog Box

The Page Component Breakdown report is displayed in the Invoke Script dialog box, which is divided into the following two panes:

- **The Context (left) pane.** Displays the different reports that comprise the Page Component Breakdown report. These include a summary report for the entire script and individual reports for each transaction



included in the script.

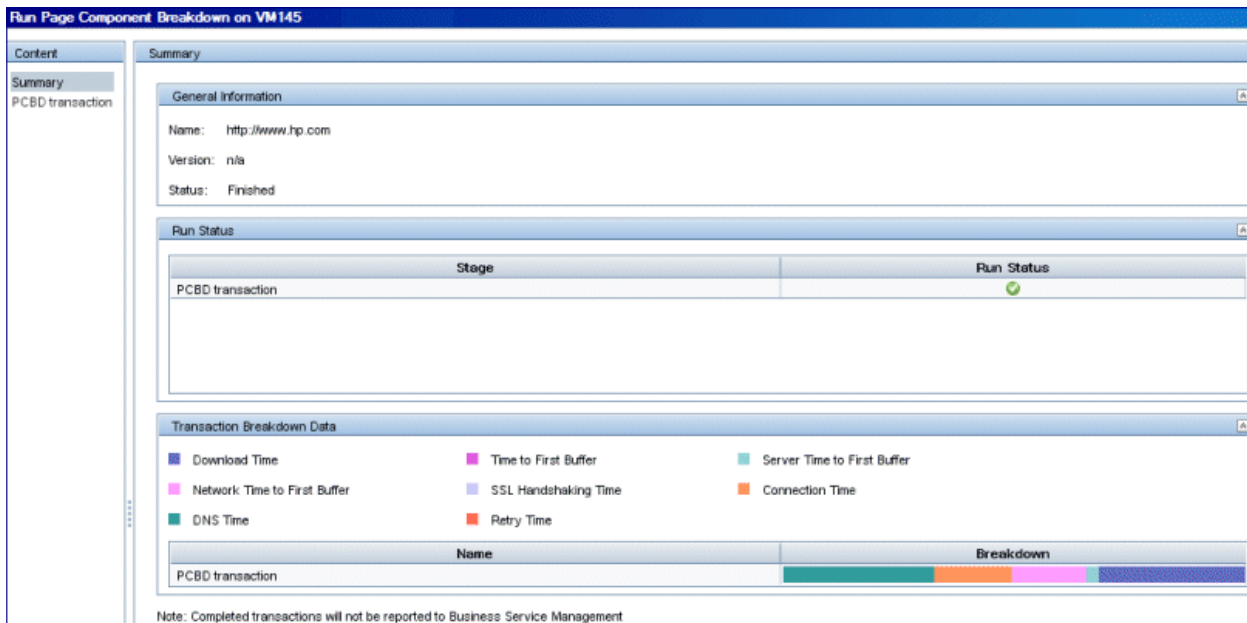
**Note:** When you run an on-demand page component breakdown for a web page, a default transaction called **PCBD transaction** is created for the report.

- **The main (right) pane.** Displays the content for the report selected in the Context pane—the summary, or a specific transaction.

## Summary Report

**Note:** This section is applicable for web based transactions. For the differences in breakdown reports for non-web based (TCP) transactions, see "[Understanding Breakdown Report Data for Non-Web Based \(TCP\) Transactions](#)" on page 98.

The summary of the Page Component Breakdown report includes general information about the script run, the run status of the transactions included in the script, and aggregated component data for each of the transactions included in the script.



The summary of the Page Component Breakdown report includes the following areas:

- "[General Information Area](#)" on the next page
- "[Run Status Area](#)" on the next page
- "[Transaction Breakdown Data Area](#)" on page 107

## General Information Area






User interface elements are described below:

UI Element	Description
<b>Name</b>	The name of the invoked script, or for on-demand page component breakdown, the name of the accessed web page.
<b>Version</b>	The script version number. <b>Note:</b> This is not relevant for on-demand page component breakdown.
<b>Status</b>	The status of the script run. Valid statuses are: <ul style="list-style-type: none"><li>• Running</li><li>• Finished</li></ul>

## Run Status Area

This area contains a line for each transaction included in the script, or for on-demand component breakdown, one line for the default transaction.

User interface elements are described below:

UI Element	Description
<b>Stage</b>	The transaction name.
<b>Run Status</b>	The run status of the transaction. Valid options are: <ul style="list-style-type: none"><li>•  <b>Pending.</b> The transaction is waiting to run.</li><li>•  <b>Passed.</b> The transaction ran successfully.</li><li>•  <b>Failed.</b> The transaction did not run successfully.</li><li>•  <b>No data arrived.</b> The transaction ran successfully, but no data was received or the script containing the transaction did not run.</li><li>•  <b>Timeout.</b> BPM was unable to retrieve page component data within the configured timeout period.</li></ul> <b>Note:</b> The default timeout is 15 minutes. When you run an on-demand page component breakdown you can configure the timeout value.

## Transaction Breakdown Data Area

This area contains a line for each transaction included in the script, showing aggregated transaction breakdown data for all the components in the transaction.

User interface elements are described below:

UI Element	Description
<Legend>	A legend describing the color coding used in the report.
Name	The transaction name.
Breakdown	<p>A bar that shows the total transaction time in milliseconds. The color-coded segments enable you to differentiate between the various breakdown categories for the transaction, with each colored segment representing the total time for its corresponding measurement. For example, you can view the overall DNS time for the transaction. (For explanations of the breakdown categories, see <a href="#">"Understanding Transaction Breakdown Categories"</a> on page 92.)</p> <p><b>Tooltip:</b> Hold the cursor over a colored segment to view the breakdown category name and the total time for that category.</p> <p><b>Tip:</b> You can correlate the breakdown summary data with transaction response time information to assess whether poor transaction response times are being caused by DNS resolution or connection problems, network latency or server delay, or client delay.</p>

# Chapter 11: WebTrace Reports

WebTrace is a network diagnostics tool that provides traceroute information to a specified destination. WebTrace records the route through the Internet from your host machine to the destination web server.

The WebTrace report provides information on network performance, which helps you analyze application performance issues. For each destination, the WebTrace report breaks down route time from the host machine to the destination machine.

**Note:**

- If you receive error **webtrace\_send\_probe failed**, confirm that Windows update KB3033929 has been installed on your machine. You need to restart the machine after installing this update.
- There are known issues using WebTrace Reports with LoadRunner 12.50 on Linux based platforms. To resolve these issues, set the DefaultProtocol to **icmp**. For details, see ["How to Change the Communication Protocol Used by WebTrace" on the next page.](#)

**Run WebTrace**

End time: 28/10/2009 17:19:43  
Reachable: Yes  
Destination name: www.hp.com  
Destination IP: 74.747.74.74  
Source IP: 29.29.29.29  
Round trip time: 218  
Retries: 2  
Number of hops: 25

Hop Name	Hop IP	Hop Reachable	Hop Retries	Round Trip Time
-	144.144.44.44	Yes	0	0
212.199.249.77.static....	214.199.277.77	Yes	0	0
core-1.pt-susita-vl22....	214.199.39.39	Yes	0	0
-	-	No	2	0
EDGE.LON-02-RE1-s...	80.809.805.80	Yes	0	78
-	62.629.628.62	Yes	0	78
...	...	...	...	...

## Learn About

### Communication Protocols That Support WebTrace

BPM supports WebTrace over TCP, UDP, and ICMP. By default, it is set to use TCP. For details on changing the protocol, see ["How to Run a WebTrace to a Destination Website" on the next page.](#)

## Maximum Number of Hops When Using WebTrace

BPM is set to access a maximum of 30 hops when using WebTrace to reach a site. If 30 hops are not enough to reach the site, it is reported as unreachable. For details on changing the maximum number of hops, see ["How to Change the Maximum Number of Hops for WebTrace" on the next page](#).

## Run WebTrace Option

The Run WebTrace option enables you to run a WebTrace to a destination website and view the resulting report. The WebTrace report provides information on network performance, which helps you analyze application performance issues.


The data collected is reported only to BPM Admin (not to APM).

To run this option, see ["How to Run a WebTrace to a Destination Website" below](#).

**Note:** BPM cannot run WebTrace concurrently for more than 40 addresses, including both configured and on demand WebTraces. For details, see ["How to Change the Communication Protocol Used by WebTrace" below](#).





# Tasks

## How to Run a WebTrace to a Destination Website

1. In the BPM Tree, select a host entity.
2. Click the **Run**  button and select **Run WebTrace**. The Run WebTrace dialog box opens. For details, see ["Run WebTrace Dialog Box \(to a Destination Website\)" on the next page](#).

## How to Run WebTrace Reports

Use one of the following:

- Select **Application page > Monitoring Status area**. Select a WebTrace and click the **Run Task**  button.
- Select **Business Transaction Flow page > Tasks area** (or **Tasks Included...** area). Select a WebTrace and click the **Run Task**  button.
- Select a host in the Business Process Monitor tree, click the **Run**  button, and then click the **Run WebTrace**  button.

In the Run WebTrace dialog box, enter the destination address, port number, and timeout and then click **Run**. For details, see ["Run WebTrace Dialog Box \(to Run WebTrace Reports\)" on page 111](#).

## How to Change the Communication Protocol Used by WebTrace

1. On the BPM machine, open the `<BPM application directory>/config/agent1.cfg` file in a text editor.

**Note:** For Windows Server 2008 R2, Windows Server 2012 R2, and Windows 7, copy the file to the user temp directory (%temp%), edit it there, and then copy it back to the original directory.

2. Look for:

```
[WEBTrace]
;; Options are: tcp (default), icmp, udp
DefaultProtocol=tcp
;; Only IPv4 is supported
ProtocolVersion=IPv4
```

3. Change the value for **DefaultProtocol** to the required protocol.
4. Save your changes.
5. Restart BPM for the change to take effect.

## How to Change the Maximum Number of Hops for WebTrace

1. On the BPM machine, in a text editor, open the webtrace.ini file located in:

**Windows:** C:\HP\LoadGenerator\dat

**Note:** For Windows Server 2008 and Windows 7, you must copy the file to the user temp directory (%temp%), edit it there, and then copy it back to the original directory.

**Linux:** /opt/HP/HP\_LoadGenerator/dat

2. Look for:

```
[Request]
DefaultMaxTTL=30
```

3. Change the value for **DefaultMaxTTL** to the required number of hops.
4. Save your changes.
5. Restart BPM for the change to take effect.

## UI Description

### Run WebTrace Dialog Box (to a Destination Website)

User interface elements are described below:

UI Element	Description
<b>WebTrace address</b>	The destination web address. Do not include the string <b>http://</b> or <b>https://</b> when typing the server address. For example: <b>www.hpe.com</b>
<b>Port</b>	The port to access the web address. If BPM is accessing the Internet through a proxy server, or if the destination address requires access via https, specify port 443.  <b>Default value:</b> 80
<b>Timeout</b>	A timeout value, in minutes. This value determines how long Business Process Monitor attempts to access the web address before timing out.  <b>Default value:</b> 15 minutes
<b>Run</b>	Click to run the WebTrace. The Run WebTrace window opens, displaying the WebTrace report.

## Run WebTrace Dialog Box (to Run WebTrace Reports)

### . General WebTrace Information Area

User interface elements are described below:

UI Element	Description
<b>End time</b>	The time that the WebTrace finished.
<b>Reachable</b>	Whether it was possible to reach the destination address.
<b>Destination name</b>	The destination web address.
<b>Destination IP</b>	The IP address of the destination machine.
<b>Source IP</b>	The IP address of the BPM host machine.
<b>Round trip time</b>	The time it takes, in milliseconds, for a packet of data to be sent from the host machine to the destination website.
<b>Retries</b>	The number of times a data packet tries, but fails, to reach its destination due to timeout, network difficulty, and so forth.
<b>Number of hops</b>	The number of intermediate servers the data packet encounters before it reaches its destination.

### . Hop Information Table

User interface elements are described below:

<b>UI Element</b>	<b>Description</b>
<b>Hop Name</b>	The name of the intermediate server.
<b>Hop IP</b>	The IP address of the intermediate server.
<b>Hop Reachable</b>	Whether it was possible to reach the specific hop.
<b>Hop Retries</b>	The number of times a data packet tries, but fails, to reach an intermediate server due to timeout, network difficulty, and so forth.
<b>Round Trip Time</b>	The time, in milliseconds, from the source to the specific hop and back.



# Chapter 12: BPM Workspace Directory

The workspace directory consists of log files and other files that relate to BPM operations. The log files document event information and errors for BPM and its instances. For information on the contents of the log files, see ["Log Files" on page 117](#).

The BPM workspace directory includes the following three sub-directories:

- **agent1**. Includes all the BPM instance data (applications, scripts, and so forth). For details, see ["Agent1 Directory" on page 117](#).
- **archive**. Includes all the archive directories. For details, see ["File Archiving" on page 119](#).
- **logs**. Includes all the BPM log files. For details, see ["Log Files" on page 117](#).

By default, the workspace directory is located in the <BPM application directory>. To change the workspace directory location, see ["How to Change the Workspace Directory Location" below](#).

## Learn About

- ["Agent1 Directory" on page 117](#)
- ["Log Files" on page 117](#)
- ["Log Entry Format" on page 118](#)
- ["File Archiving" on page 119](#)
- ["File System Management" on page 122](#)

## Tasks

### How to Change the Workspace Directory Location

**Note:** If you relocate the workspace to a network drive, you must carry out additional steps as described in ["How to Enable Access to Windows Mapped Network Resources Within a Script" on page 184](#).

1. Stop BPM.
2. In the <BPM installation directory>/BPM/yajsw/conf/wrapper.conf file, configure the parameter - **Dbpm.workspace** to point to the new workspace location.
3. Open the following file under <BPM installation directory>/BPM/ServletContainer/bin:

- **Windows:** catalina.bat
  - **Linux:** catalina.sh
4. Configure the parameter **-Dbpm.workspace** to point to the new workspace location.
  5. In the file **<BPM application directory>/BPM/config/topaz\_agent\_ctrl.cfg**, configure the **Workspace** property (under the **General** section) to point to the new workspace location.
  6. Start BPM.

## How to Move Workspace Logs

To move the workspace logs to another location, change the workspace directory location. For details, see ["How to Change the Workspace Directory Location" on the previous page.](#)

## How to Browse the Workspace Directory

The **Browse Workspace** option enables you to view the files stored in the workspace directory.

To browse the workspace directory, in the BPM Admin console select a host, click the **Browse** button and select **Browse Workspace**. The Browse Workspace dialog box opens in a new window, comprising the following areas:

- **Left pane.** Displays a hierarchical tree of the folders, subfolder, and files included in the Workspace directory (the root entry in the tree).
- **Right pane.** Displays the contents of the file you select in the tree in the left pane. If the selected file is empty, the right pane also remains empty.

### Note:

- You cannot edit the files from BPM Admin, only view the file contents.
- Use CTRL+F to find a specific string in a file.
- If your log files contains non-English data, you must open them in a viewer that supports UTF-8 format parsing, for example, Notepad.

## How to Configure Log Files Replacement Frequency

By default, the replacement frequency for log files is set to daily (except for the **bpm\_all.log** file, which is set to hourly).

To change the log file replacement frequency:

1. Open the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file.
2. Locate the section for the specific log (search for the log name).
3. To configure the frequency unit (day, hour, or minute), change the frequency date pattern in the **filePattern** parameter inside the **RollingFile** tag, as follows:

Frequency unit	filePattern parameter
Day	%d{yyyy-MM-dd}
Hour	%d{yyyy-MM-dd_HH}
Minute	%d{yyyy-MM-dd_HH:mm}

- To configure the number of units, change the **interval** parameter inside the **TimeBasedTriggeringPolicy** tag, where `interval="1"` means that the log files are replaced once every frequency unit, `interval="2"` means that log files are replaced once every two frequency units, and so on.

In the following example, the **bpm\_communication.log** file is set to a daily frequency:

```
<!-- ##### BpmCommunicationAppender ##### -->
<RollingFile name="BpmCommunicationAppender" fileName="${sys:bpm.workspace}/logs/bpm_
communication.log" filePattern="${sys:bpm.workspace}/archive/shortTerm/logs/communication/bpm_
communication_%d{yyyy-MM-dd}_i.log">
  <PatternLayout>
    <pattern>%d{dd/MM/yyyy HH:mm:ss} %-5p [%t] [%c{1}] %m%n</pattern>
  </PatternLayout>
  <Policies>
    <OnStartupTriggeringPolicy />
    <TimeBasedTriggeringPolicy interval="1" modulate="true"/>
    <SizeBasedTriggeringPolicy size="5 MB"/>
  </Policies>
  <DefaultRolloverStrategy max="50"/>
</RollingFile>
```

In the following example, the **bpm\_communication.log** file is set to a frequency of once every three hours:

```
<!-- ##### BpmCommunicationAppender ##### -->
<RollingFile name="BpmCommunicationAppender" fileName="${sys:bpm.workspace}/logs/bpm_
communication.log" filePattern="${sys:bpm.workspace}/archive/shortTerm/logs/communication/bpm_
communication_%d{yyyy-MM-dd_HH}_i.log">
  <PatternLayout>
    <pattern>%d{dd/MM/yyyy HH:mm:ss} %-5p [%t] [%c{1}] %m%n</pattern>
  </PatternLayout>
  <Policies>
    <OnStartupTriggeringPolicy />
    <TimeBasedTriggeringPolicy interval="3" modulate="true"/>
    <SizeBasedTriggeringPolicy size="5 MB"/>
  </Policies>
  <DefaultRolloverStrategy max="50"/>
</RollingFile>
```

In the following example, the **bpm\_communication.log** file is set to a frequency of once every two minutes:

```
<!-- ##### BpmCommunicationAppender ##### -->
<RollingFile name="BpmCommunicationAppender" fileName="${sys:bpm.workspace}/logs/bpm_
communication.log" filePattern="${sys:bpm.workspace}/archive/shortTerm/logs/communication/bpm_
communication_%d{yyyy-MM-dd_HH:mm}_i.log">
  <PatternLayout>
```

```
        <pattern>%d{dd/MM/yyyy HH:mm:ss} %-5p [%t] [%c{1}] %m%n</pattern>
    </PatternLayout>
    <Policies>
        <OnStartupTriggeringPolicy />
        <TimeBasedTriggeringPolicy interval="2" modulate="true"/>
        <SizeBasedTriggeringPolicy size="5 MB"/>
    </Policies>
    <DefaultRolloverStrategy max="50"/>
</RollingFile>
```

## How to Configure the Log Files Replacement Pattern Based on Size

Change the size parameter inside **SizeBasedTriggeringPolicy** tag. The size can be specified in bytes (KB, MB or GB).

1. Open the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file.
2. Locate the section for the specific log.
3. Change the **size** parameter inside the **SizeBasedTriggeringPolicy** tag.

In the following example, log files are rotated upon reaching 100 bytes:

```
<Policies>
    <OnStartupTriggeringPolicy />
    <TimeBasedTriggeringPolicy interval="2" modulate="true"/>
    <SizeBasedTriggeringPolicy size="100"/>
</Policies>
```

In the following example, log files are rotated upon reaching 5 MB:

```
<Policies>
    <OnStartupTriggeringPolicy />
    <TimeBasedTriggeringPolicy interval="2" modulate="true"/>
    <SizeBasedTriggeringPolicy size="5 MB"/>
</Policies>
```

## How to Configure Log Files Logging Level

By default, the logging level for log files is set to Info.

To change the log files logging level:

1. Open the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file.
2. Locate the section for the specific log and find the appender name for the log.

In the following example, the appender name for the **bpm\_communication.log** is **BpmCommuncationAppender**.

```
<!-- ##### BpmCommunicationAppender ##### -->
    <appender name="BpmCommuncationAppender"
class="org.apache.log4j.rolling.RollingFileAppender">
        <param name="File" value="${bpm.workspace}/logs/bpm_communication.log"/>
```

3. In the **Loggers definitions** section, change the **level value** to the required log level in all the logger sections for the selected appender name (there can be multiple logger sections for the same appender name). In the following example, the level value for one of the BpmCommunicationAppender logger sections is set to **info**:

```
<logger name="com.hp.bsm.bpm.communication" additivity="true">
  <level value="info" />
  <appender-ref ref="BpmCommunicationAppender" />
</logger>
```

**Note:** If you change the log level to **debug**, you must also change the replacement frequency to **hourly** to avoid the log files growing too big.

## Agent1 Directory

The Agent1 directory contains a sub directory for each APM instance. The name of the sub directory is SiteX, with X representing an internal instance number automatically assigned by BPM.

Each SiteX directory contains an application directory for each application in the instance. The application directory name comprises the first 12 characters of the application name (if the application name is shorter than 12 characters, it is padded with underscores), an underscore, the APM internal application ID, an underscore, and a counter. For example: MyApplicatio\_AB567687697890C\_2.

Each application directory contains a script directory for each script configured for the application. The script directory name comprises the first 12 characters of the script name (or less if the name is shorter than 12 characters). For example: MyScript.

Each script directory contains a sub directory that contains the script content. The directory name comprises the internal script ID, an underscore, and a counter. For example: 25\_1.

## Log Files

By default, log files are stored in the **<BPM application directory>/workspace/logs** directory. The following are the log files used by BPM:

- **bpm\_all.log.** Holds all log entries from all the other logs, except for entries from the bpm\_communication\_layer.log.
- **bpm\_archive.log.** Holds all log entries relevant to the archive mechanism.
- **bpm\_audit.log.** Hold the log entries relevant to instance creation, updates, deletion, and for sample purging.
- **bpm\_bsm\_comm.log.** Holds all the log entries of the communication between BPM and APM.
- **bpm\_communication.log.** Currently always empty (future use is for BPM WebServices communication)

log entries).

- **bpm\_communication\_layer.log**. Holds all the log entries of the communication between BPM and APM produced by the lower level communication layer.
- **bpm\_configuration.log**. Holds all log entries relevant to the BPM configuration mechanism.
- **bpm\_model.log**. Holds all the log entries produced by the BPM instances and jobs model.
- **bpm\_sample\_sender.log**. Holds all the log entries produced by the BPM samples mechanism.
- **bpm\_scheduling.log**. Holds all the log entries produced by the BPM scheduling mechanism.
- **bpm\_servlets.log**. Currently always empty (future use is for BPM servlets activities),
- **bpm\_tasks\_execution.log**. Holds all the log entries produced by the Run-Unit execution mechanism,
- **cluster**. Currently not supported:
  - **bpm\_cluster.log**
  - **bpm\_cluster\_communication.log**
  - **bpm\_cluster\_scheduling.log**
  - **bpm\_cluster\_servlets.log**
- **<BPM installation directory>/installation/logs/bpm\_install.log**. Holds post-installation logs.
- **<BPM application directory>/BPM/Tomcat/logs/catalina.<current date>.log**. Holds the BPM's web server log entries.
- **<BPM installation directory>BPM/yajsw/log/bpm\_nanny.log**. Holds all the BPM service log entries.

By default, the **bpm\_all.log** file is replaced automatically once an hour, or upon reaching 10 MB capacity. All the other log files are replaced automatically once a day, or upon reaching 5 MB capacity. The default values for each log can be edited in the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file. When a log file is replaced, it is sent to the short term archive. For details, see ["File Archiving" on the next page](#).

**Note:** By default, log files include data from automatic transactions. If VuGen is set to create automatic transactions (Run-Time Settings > General > Replay > Automatic Transactions), and you do not want these automatic transactions included in the **mdrv.log** file, in the **mdrv.dat file**, in the **[bpm]** section, in the **ExtCmdLine** parameter, set **MsgClassReportAllTrans** to **0**.

## Log Entry Format

The following are examples of log entries:

```
29/04/2013 11:01:53 INFO [BpmTaskRunner-46] [GeneralTaskExecutor] Running script: myscrip
```

```
29/04/2013 11:03:00 ERROR [SampleSenderThread-1] [WtCreateSample9] WebTrace arrived with 0 hops.  
Ignoring.
```

Each line starts with the date and time, then the level of the message. BPM uses the following log levels for events:

- Fatal
- Error
- Warning
- Info
- Debug
- Trace

By default, BPM is set to log only entries of level `Info` and higher (meaning that `Debug` events are not included). You can change the default setting (to show a different level and higher) in the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file. For details, see ["How to Configure Log Files Logging Level" on page 116](#).

## File Archiving

The archive manager, which is launched when BPM is started, controls all the archiving activities—adding, zipping, and deleting archive files. Archiving parameters are configured in the **<BPM application directory>/config/archive.cfg** file.

BPM data files are automatically saved in archives when BPM needs to replace them or has finished using them. There are seven different categories of archives:

- **logs**. All log files
- **input\_job**. The last application configurations and jobs received from APM.
- **model\_persistence**. Complete application configurations and jobs received from APM.
- **samples**. Sample data.
- **samples\_quarantine**. Bad sample data.
- **scripts\_results**. Executed scripts results including transaction data, runtime logs (such as **bpm\_mdrv.log** and **output.log**), and snapshot on error files.
- **webtraces**. Executed WebTraces results.

Each archive category is further subdivided into:

- A short term archive, that stores the files in their original format.
- A long term archive, that stores the files in a zipped format.

The BPM data files are automatically copied to the short term archive even if the archive process does not run. These files will only be processed or deleted when the archive process runs.

For each archive category, you configure a **shortTerm**, **longTerm**, and **longTermCritical** policy. Each policy determines how long an archive file is kept in the relevant folder. You can select the following time periods:

Parameter	Description	Format (n=positive integer)
<b>HOUR</b>	The number of hours to keep the files in the archive.	n HOUR
<b>DAY</b>	The number of days to keep the files in the archive.	n DAY
<b>WEEK</b>	The number of weeks to keep the files in the archive.	n WEEK
<b>MONTH</b>	The number of months to keep the files in the archive.	n MONTH
<b>YEAR</b>	The number of years to keep the files in the archive.	n YEAR
<b>ALWAYS</b>	Files are kept forever. They are not moved or deleted by the archive process.	ALWAYS
<b>SAME_DAY</b>	Files are kept only for the duration of the date they were created and are deleted or moved at midnight.	SAME_DAY
<b>MINIMUM</b>	Files are moved or deleted each time the archive process runs.	MINIMUM
<b>NEVER</b>	Files are not saved in the relevant archive at all.	NEVER

You can also configure the **MinimumFreeDiskSpaceThresholdInMB** parameter, which determines the minimum free disk space threshold. If this threshold is breached, all the short term archives are zipped and moved to the long term archive and the long term archive is managed according to the **longTermCritical** policy.

The archive process policy (configured in the **[ArchiveProcess]** section) determines how often the archive process runs for each folder. You configure the process policy for each archive folder and can use the time periods listed below. The default value is 1 HOUR for all archive folders.

Parameter	Description	Format (n=positive integer)
<b>HOUR</b>	The number of hours between process runs.	n HOUR
<b>DAY</b>	The number of days between process runs.	n DAY
<b>WEEK</b>	The number of weeks between process runs.	n WEEK
<b>MONTH</b>	The number of months between process runs.	n MONTH



Parameter	Description	Format (n=positive integer)
<b>YEAR</b>	The number of years between process runs.	n YEAR
<b>ALWAYS</b>	Run the process each hour.	ALWAYS
<b>SAME_DAY</b>	Run the process each hour.	SAME_DAY
<b>MINIMUM</b>	Run the process each hour.	MINIMUM
<b>NEVER</b>	Never run the process (that is, files are never moved or deleted).	NEVER

Each time the process runs, it moves or deletes files that are older than the configured policy.

Data files are automatically copied to the Short Term folders as soon as BPM finishes using them, and will remain there until the archive process runs. If the archive process is configured to run once an hour (shortTerm=1 HOUR), files less than an hour old will not be deleted or moved; they will be processed the following time that the archive process runs. This means that the Short Term folders will include files that are more than an hour old.

To set a policy for the archive process for a specific archive, enter the policy in the following format:

**<archive category>\_process\_<archive type>=<policy>**

For example, under the **[ArchiveProcess]** section, add **logs\_process.shortTerm=1 HOUR**.

The **ALWAYS**, **SAME\_DAY**, and **MINIMUM** values are translated into "run every hour". The **NEVER** value means the archive process will never run for the specified category and type.

The archive manager moves log files to the short term archive and replaces them with new log files in the following cases:

- BPM is restarted.
- The minimum disk space threshold configured in the **archive.cfg** file has been breached.
- It is time for the log files to be replaced, as configured in the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file.

When multiple log files are moved to the short term archive, they are renamed with numbered extensions (log.1, log.2,...) in the order in which they were archived.

**Example:** If three log files were moved to the short term archive on August 22, 2015, they appear as:

- **bpm\_all\_2015-08-22\_1.log**
- **bpm\_all\_2015-08-22\_2.log**
- **bpm\_all\_2015-08-22\_3.log**

In the **<BPM installation directory>/ServletContainer/lib/log4j2.xml** file, you can configure the number of log files which the short term archive can hold, up to a maximum of 50 log files. When this maximum is

exceeded, the oldest log files are deleted to make room for the new archived log files. You can configure the maximum for each category of log file separately in the line: `<DefaultRolloverStrategy max="50"/>`.

Short term archives are zipped and moved to the long term archive, and the long term archive is managed according to the **longTermCritical** policy, in the following cases:

- The BPM machine's free disk space breaches the minimum disk space threshold configured in the **archive.cfg** file.
- The archive file's minimum disk space threshold is lower than the BPM machine's minimum disk space threshold, and the BPM machine's minimum disk space threshold is breached.

**Note:**

- We recommend that the value of the BPM machine's minimum disk space threshold be less than the value of the archive file's minimum disk space threshold.
- If APM is down and BPM continues to run accumulating samples, BPM can by default accumulate a maximum of 1000 samples per folder, up to 1000 folders, on the BPM side. All the remaining samples (greater than 1000 per folder) are accumulated in the Quarantine folders. To process these samples, you need to manually move them back to the encoded samples folder once APM has been restored.

## File System Management

For each APM instance to which a BPM is connected, BPM maintains a data folder that holds all the script run results before they are processed and turned into samples, as well as all the samples byte array data before it has been sent to APM.

BPM maintains a specific data folder for each APM instance. This data folder is located in the BPM workspace directory (for example `<BPM workspace directory>\agent1\Site2\data`). Within the data folder, sub-folders are automatically created for each sample type (trans\_t, SOA, and WebTrace), as well as a sub-folder for the samples byte array data that is about to be sent to APM (encoded\_samples). In each of these sub-folders, the results data for each script run is stored either as a further sub-folder or as a file.

When a BPM has a heavy work load and is running many scripts per minute, or when one of the APM machines to which the BPM is reporting is not available, files will accumulate in the data folder. File system management enables you to control the maximum number of sub-folders and files, as well as the maximum sub-folder size under the data folder. This mechanism automatically creates sub-folders and saves files as they are accumulated, until a configured maximum number of sub-folders/files or a maximum sub-folder size is reached. When the maximum file number or folder size has been reached, the system cannot copy or create new script results under the data folder and a warning message is written to the `<BPM application directory>\workspace\logs\bpm_tasks_execution.log` file. The system retries the unsuccessful action after a few seconds, which may eventually cause the BPM to stop running scripts for that instance until space in the folder is freed up.

You can configure the maximum number of sub-folders or files and the maximum sub-folder size using the following parameters in the **General** section of the **topaz\_data\_server.cfg** file (for details, see "[Parameters in topaz\\_data\\_server.cfg](#)" on page 165):

- **MaxFilesNumberUnderDataSubFolder** – The maximum number of sub-folders or files that can be created under a data sub-folder.  
Default: 1000
- **ApproximateMaxSizeOfDataSubFolderInMB** – The maximum permitted sub-folder size.  
Default: No limit

## Example

If the maximum number of sub-folders or files is configured as two, the following directory structure can exist:

data

- encoded\_samples
  - temporary sub-folder1 (created automatically)
    - file1 for a script's run data
    - file2 for a script's run data
  - temporary sub-folder2 (created automatically)
    - file1 for a script's run data
    - file2 for a script's run data
- trans\_t
  - temporary sub-folder1 (created automatically)
    - sub\_folder1 for a script's run data
    - sub\_folder2 for a script's run data
  - temporary sub-folder2 (created automatically)
    - sub\_folder1 for a script's run data
    - sub\_folder2 for a script's run data
- soa
  - temporary sub-folder1 (created automatically)
    - sub\_folder1 for a script's run data
    - sub\_folder2 for a script's run data

- temporary sub-folder2 (created automatically)
  - sub\_folder1 for a script's run data
  - sub\_folder2 for a script's run data
  
- webtrace
  - temporary sub-folder1 (created automatically)
    - file1 for a WebTrace's run data
    - file2 for a WebTrace's run data
  
  - temporary sub-folder2 (created automatically)
    - file1 for a WebTrace's run data
    - file2 for a WebTrace's run data

# Chapter 13: Run Units

A run unit is an application, or a business transaction flow, with its own schedule, and all the entities contained within it. By default, business transaction flows are included in their parent application's run unit (using the same schedule and run mode), but you can configure different schedules and run modes for individual business transaction flows. If a business transaction flow has its own schedule, it is not included in the application run on the BPM instance, but is run as an independent unit.

## Learn About

- ["Example - Run Units" below](#)
- ["Run Unit Schedules" on page 127](#)
- ["Multiple Schedules" on page 127](#)
- ["Start Offset" on page 128](#)
- ["Run Modes" on page 129](#)

## Tasks

- ["How to Apply a Start Offset" on page 133](#)
- ["How to Create a Schedule" on page 134](#)

## UI Description

### **Instance page status tab**

See ["Status Tab" on page 56](#).

### **Schedule List area**

See ["Schedule List Area" on page 79](#).

## Example - Run Units

The following diagram shows the run units for a BPM instance that includes two applications. The first application (Application 1) includes one application level WebTrace and three business transaction flows (BTF1, BTF2, BTF3). BTF1 includes one script and one WebTrace, BTF2 includes one script and has its own

schedule, and BTF3 contains one script and one WebTrace. Since BTF2 has its own schedule, it is considered as a separate run unit from the application.

The second application (Application 2) includes two business transaction flows (BTF4 and BTF5). BTF4 and BTF5 each include one script, and BTF5 has its own schedule. Since BTF5 has its own schedule, it is considered as a separate run unit from the application.

Since each application is a separate run unit, there are a total of four run units in the Business Process Monitor instance—Application 1, BTF2, BTF5, and Application 2.



## Run Unit Schedules

Each run unit (an application or business transaction flow) running on a BPM instance runs according to a schedule defined in End User Management Administration (for details, see "Business Process Monitor Administration User Interface" in the APM Application Administration Guide). Each application or business transaction flow can also have multiple schedules defined for it, as described in ["Multiple Schedules" below](#).

The schedule defines the frequency of iterations of the run unit after its first run. The actual run time of the run unit is determined by the start offset value configured for it, which specifies the delay between the run unit schedule time and the run time, as described in ["Start Offset" on the next page](#).

Note that if a run unit run overruns the scheduled time for the next run iteration, then BPM skips the missed iteration and continues with the next scheduled iteration. For example, if an application schedule is set to run every 5 minutes, and the application run actually takes 6 minutes, then BPM runs iteration 1, skips iteration 2, and continues with iteration 3 (10 minutes after the first iteration).

Information on skipped runs is logged in the **agent.txt** log for the BPM instance.

**Note:** After changing the clock for daylight saving time, we recommend that you restart the BPM server to avoid a one hour offset for applications that do not run 24 hours a day.

## Multiple Schedules

In EUM Administration, you can define multiple schedules for an application or business transaction flow running on a specific BPM instance. This enables you to have the application or business transaction flow run on BPM using different schedules at different times. For example, you can have an application run every 15 minutes during the working week and every hour during weekends.

When a run unit has multiple schedules defined for it, each schedule (and its start offset value) is shown in the **Schedule List** area on the corresponding Application or Business Transaction Flow page.

**Note:** If the multiple schedules for a run unit overlap, then BPM runs the run unit according to both schedules. If a run unit run (initiated according to one of the schedules) overruns the scheduled time of a run iteration according to the second schedule, then BPM skips the second iteration, and continues with the next scheduled iteration. Information on skipped runs is logged in the **bpm\_tasks\_execution.log** log for the BPM instance.

## Start Offset

APM enables you to apply an offset to the start time of each run of a run unit (application or business transaction flow). This enables the optimal distribution of script runs over time, and minimizes the parallel running of many scripts (when there are different BPM hosts running the same run unit). Staggering the runs provides a more even distribution of the workload, avoiding overload on the monitored server and excessive bandwidth demand, and enabling better utilization of machine CPU and memory.

**Note:** We recommend not to change the default start offset as this may reduce BPM performance and adversely affect the optimal distribution of tasks.

The start offset value, displayed in the **Schedule List** area on the Application or Business Transaction Flow page, specifies the delay between the run unit schedule time and the actual run time, for each run of the run unit. The start offset for each application can be calculated automatically by BPM, or can be user-defined; you determine the method and value when defining the application or business transaction flow schedule. When the start offset is configured manually, you can avoid the possibility that run units running on more than one BPM run at the same time.

After the initial run, BPM continues to run the run unit according to the original schedule defined for the application or business transaction flow (in EUM Administration), and reapplies the start offset for every run of the run unit.

For example, an application has a start offset value of 120 seconds, and a schedule of every 15 minutes, every day from 10:00 to 16:00. Each day, the first run of the application begins after the start offset, at 10:02 AM. The next run is 15 minutes later, at 10:17 AM, and repeats every 15 minutes after that till the end of the day's schedule.

**Note:**

- For schedules that run all day, all week, the start offset is applied from 00:00 AM, so that for a schedule of 15 minutes and start offset of 120 seconds, the run unit (application or business transaction flow) runs at 15 minute intervals from 00:02 AM.
- If you define multiple schedules to run an application or business transaction flow on a single BPM, a different start offset value may be used for each schedule. For more information, see ["Multiple Schedules" on the previous page](#).
- When you configure offsets for running applications or business transaction flow on BPMs in different locations, you must take into consideration the time zone setting for each location.



# Run Modes

The **Monitoring Status** area of the Application or business transaction flow page shows the running dependencies for the scripts and WebTraces in the application or business transaction flow. This identifies the order that BPM uses when executing each script and WebTrace in the run unit, during each run on the BPM instance.

The order and timing for running the tasks (scripts and WebTraces) within the run unit are determined by the application or business transaction flow run mode. The application or business transaction flow run mode determines how BPM runs the tasks in a run unit when it begins an iteration. Some of the run modes run the tasks in a specific order according to predefined criteria; in this case, the scripts run in the order defined in the application or business transaction flow.

Both the run mode and the script order are defined for the application or business transaction flow in EUM Administration (see "Business Process Monitor Administration User Interface" in the APM Application Administration Guide).

**Note:** We recommend to change the default run modes only when specifically needed. Some non-default run mode configurations can adversely affect BPM performance.

The following run modes are supported and the examples shown are based on the following run unit configuration:

Application 1			
Application Level WebTraces	Business Transaction Flows		
WT1	BTF1	BTF2	BTF3
WT2	WT3	WT5	WT6
	WT4	Script 4	Script 5
	Script 1		Script 6
	Script 2		
	Script 3		

## Classic

All scripts in the run unit run sequentially, according to the order defined in EUM Administration. All WebTrace schemes in a business transaction flow start running concurrently with the first script of the business transaction flow. Application level WebTraces start running concurrently with the first script of the first business transaction flow.

### Run Order Example

Each column (from left to right) represents the next stage in the running order.

1	2	3	4	5	6
<b>BTF1 and Application Level WebTraces</b>			<b>BTF2</b>	<b>BTF3</b>	
Script 1	Script 2	Script 3	Script 4	Script 5	Script 6
WT1			WT5	WT6	
WT2					
WT3					
WT4					

The tasks included in a business transaction flow start running, regardless of whether previously run WebTraces have finished running. For example, BTF2 (Script 4 and WT5) starts running after Script 3 finishes running, regardless of whether the WebTraces (WT1-WT4) have finished running.

### Dialup

If a run unit has two or more scripts, the first script begins running when the run unit begins an iteration. When the first script completes its run, all WebTrace schemes and scripts, excluding the first and last scripts, run in Classic mode. When all tasks stop running, the last script runs. If a run unit has fewer than two scripts, it runs in Classic mode.

**Note:**

- If the first script in the run unit (the connect script) does not complete its run successfully, the rest of the scripts in the unit will not run.
- If the first script completes its run, the last script always runs.
- An application running in dialup mode must contain a business transaction flow that includes only a hang up script (that is, it must not include any other scripts or WebTraces). This business transaction flow must be the last one in the application.

### Run Order Example

Each column (from left to right) represents the next stage in the running order.

1	2	3	4	5	6
<b>BTF1</b>			<b>BTF2</b>	<b>BTF3</b>	
First Application Script					Last Application Script
Script 1	Script 2	Script 3	Script 4	Script 5	Script 6

1	2	3	4	5	6
	WT1		WT5	WT6	
	WT2				
	WT3				
	WT4				

### Sequential

All run unit tasks run sequentially (with only one task running at a time). The script tasks run according to the order defined in EUM Administration. WebTrace tasks run after the last script is completed, with an undefined (though consistent) order.

#### Run Order Example

Each column (from left to right) represents the next stage in the running order.

1	2	3	4	5	6	7	8	9	10	11	12
<b>BTF1</b>			<b>BTF2</b>	<b>BTF3</b>		<b>All WebTraces (application and business transaction flow levels)</b>					
Script 1	Script 2	Script 3	Script 4	Script 5	Script 6	WT 1	WT2	WT3	WT4	WT5	WT6

### Concurrent

All tasks begin running simultaneously when the run unit begins an iteration. (This is the same as selecting Stepped run mode and setting the Step value as 0.)

#### Run Order Example

Each column (from left to right) represents the next stage in the running order.

1
<b>BTF1</b>
<b>BTF2</b>
<b>BTF3</b>
<b>All WebTraces (application and business transaction flows)</b>
Script 1
Script 2

<b>1</b>
Script 3
Script 4
Script 5
Script 6
WT1
WT2
WT3
WT4
WT5
WT6

### Stepped

Each task begins running after a defined time period (step) has passed from the time the previous task started. In this case, the **Running Dependencies** column in the BPM Admin Application or Business Transaction Flow page displays, for example: 5 seconds after the beginning of the following task: X\_transaction, meaning that the task runs only after a step of 5 seconds has elapsed since X\_transaction task started running. The scripts run according to the order defined in EUM Administration. All WebTrace tasks (on both application and business transaction flow levels) also run in stepped mode after the last script has started, in an undefined (though consistent) order.

### Run Order Example

<b>BTF1</b>
<b>BTF2</b>
<b>BTF3</b>
<b>All WebTraces</b>
Script 1
[step] Script 2
[step] Script 3
[step] Script 4
[step] Script 5
[step] Script 6
[step] WT1
[step] WT2
[step] WT3
[step] WT4
[step] WT5
[step] WT6

## How to Apply a Start Offset

There are two methods for staggering the run start time:

### User-Defined Start Offset

When defining an application or business transaction flow schedule (in EUM Administration), you have the option to select User defined for the start offset, and enter a start offset value.

The start offset value is saved as part of the application or business transaction flow schedule data, and applied by each BPM that handles the run unit. If a BPM is restarted, the same offset value is applied again for the run unit.

If you define the start offset value as 0, then no offset is applied for the run unit in BPM; the run unit run starts at the time specified in the application or business transaction flow schedule.

**Note:** We recommend not to override the default setting in general, and specifically not to set an offset of 0, as this can impact BPM performance and adversely affect the distribution of script runs.

## Start Offset Determined by Business Process Monitor

BPM is able to generate start offset values for run units, so enabling staggered run times for the run units. Start offset values are allocated to all applications and business transaction flows that have **BPM default** defined for their schedule start offset in EUM Administration.

BPM uses a uniform distribution algorithm to calculate the dispersal rate, and to allocate start offset values to the run units in a balanced manner. The random factor means that when there are two or more BPM instances running the same application or business transaction flow with the same schedule, each instance runs the run unit at a different time. (If there was no random factor, each BPM instance would run the run unit at exactly the same time.) The random factor does not change the order that the applications or business transaction flows run, and the interval between each run of the run unit on each BPM instance remains constant. For example, on BPM A an application may run at 10:05, 10:20, 10:35, and on BPM B it may run at 10:10, 10:25, 10:40.

## How to Create a Schedule

See "Schedule Dialog Box" in the APM Application Administration Guide.

# Chapter 14: BPM Real Device Monitoring

This chapter describes BPM Real Device Monitoring.

## Learn About

- ["What is BPM Real Device Monitoring?" below](#)
- ["Configuration" on page 1](#)
- ["BPM Real Device Monitoring Best Practices" on page 139](#)
- ["Troubleshooting" on page 1](#)

## What is BPM Real Device Monitoring?

BPM Real Device Monitoring displays the availability and performance of mobile applications, installed on devices in multiple locations.

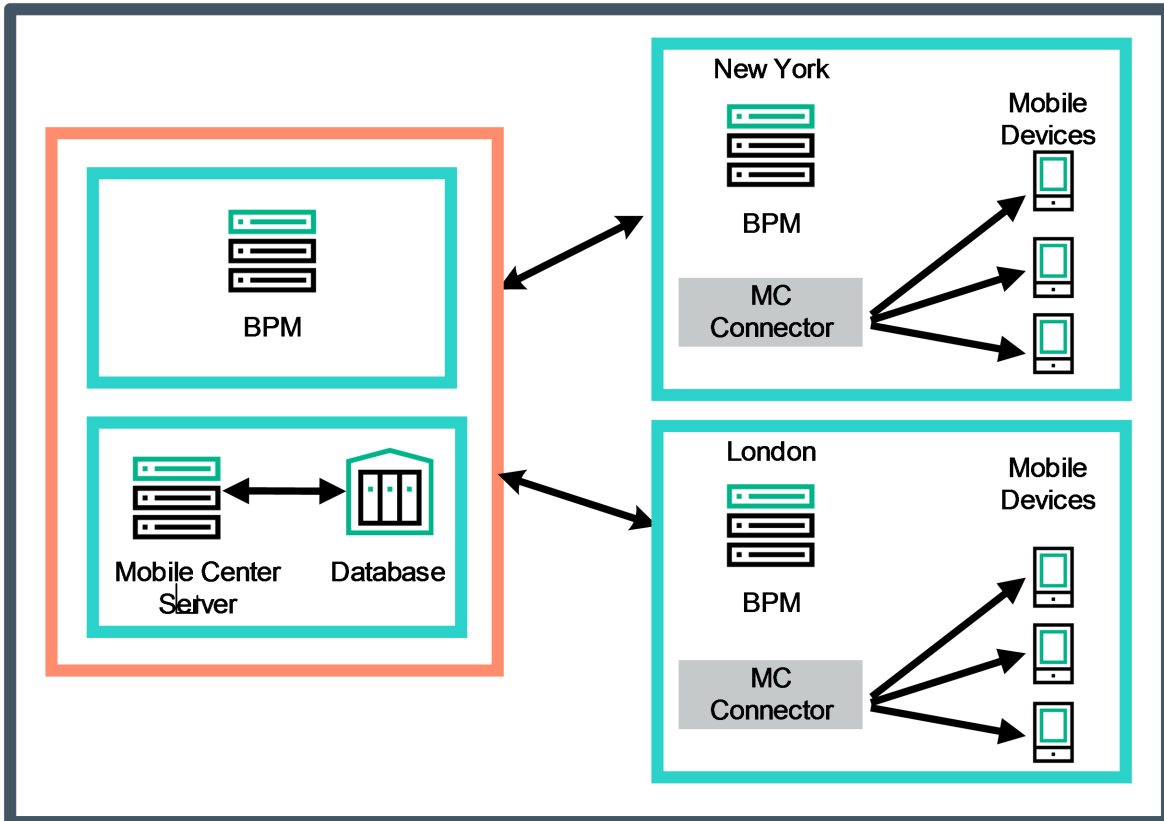
BPM Real Device Monitoring enables you to record applications on real mobile devices, play the recording from BPM, and report the measurements to BPM.

BPM Real Device Monitoring measures mobile application performance to identify trends over time. This enables you to identify spikes or sudden changes in performance. Changes in mobile application performance can be isolated to a specific time, location, carrier, device type, or mobile operating system.

For an evaluation version of BPM Real Device Monitoring, contact [mobilehelp@hpe.com](mailto:mobilehelp@hpe.com)

# BPM Real Device Monitoring System Architecture

BPM Real Device Monitoring requires each mobile device to be connected to an HPE Mobile Center connector in each location from which you want to monitor.



## Requirements

BPM Real Device Monitoring has the following requirements at each location:

- Windows server with BPM 9.30 and VuGen 12.53
- Dedicated physical server or virtual machine, running HPE Mobile Center (latest supported version is Mobile Center 2.0).

For HPE Mobile Center requirements, search for "Server requirements" in

<http://mobilecenter.hpe.com>

- Android or iOS mobile devices

For a complete list of supported devices, search for "Supported devices" in

<http://mobilecenter.hpe.com>



## Installation

Installing BPM Real Device Monitoring involves the following steps:

- Install BPM 9.30, for details see the BPM Deployment Guide.
- Install VuGen 12.53, for details see the VuGen documentation.
- Install and configure HPE Mobile Center server, for details, see <http://mobilecenter.hpe.com>

## Configure Mobile Devices

You need to configure each mobile device connected to the HPE Mobile Center server. For details search for "Connect devices to Mobile Center" in <http://mobilecenter.hpe.com>

## Recording Scripts

Recording a script is done using *VuGen TruClient Native Mobile* protocol or *UFT GUI Test*. In UFT, these protocols support the following hard coded parameters:

- **MobileAppVersion** – The version number of the mobile application.
- **MobileDevice** – Identifier of the mobile device that will be used to monitor the application.
- **MobileServerURL** – The URL or IP address of the Mobile Center server, followed by the port, in the format <IP>:<port>
- **MobileServerUserName** – The user name to access the Mobile Center server.
- **MobileServerPassword** – The password to access the Mobile Center server.

In TruClient, you can create customized parameters when creating a new TruClient Native Mobile script.

In UFT, you need to enable support for HP Mobile Center:

1. In UFT, open the **Test Settings** dialog box > **Run** pane.
2. Under **HP Business Process Monitor**, select the following:
  - **Save image of desktop when error occurs**
  - **Allow test to run on HP Mobile Center**

**Note:** If you have BSM 9.24 or earlier, use the script template to create new TruClient Native protocol or UFT Mobile scripts. This allows the BSM machine to read the default parameters and record TruClient scripts in 12.52 or earlier.

1. Open the following file:  
TruClient: **<BPM installation directory>/resources/TruClientNativeMobile\_TemplateForBPM.zip**  
UFT (12.51 or lower): **<BPM installation directory>/resources/UFT\_Mobile\_TemplateForBPM\_MC\_1\_5.zip**  
UFT (12.52 or higher): **<BPM installation directory>/resources/UFT\_Mobile\_TemplateForBPM.zip**
2. Extract the contents of this file to the Scripts folder on the VuGen or UFT machine.
3. In VuGen or UFT IDE, click **Open** and select the template.
4. Click **Save script as...** and give the script a new name.

For details of how to record a TruClient script, search for "Connect TruClient to Mobile Center" in <http://mobilecenter.hpe.com>

For details of how to record a UFT script, search for "Create and run tests in UFT" in <http://mobilecenter.hpe.com>

### After Recording the Script

After you have recorded the script do the following:

1. Delete, edit, and add transactions to the script as required.
2. Click the play button to test the script.
3. If you are using UFT, take note of the application and MobileDevice identifiers. You should save the name of these identifiers as they will be needed for script parameters. The application identifier is displayed in the Select Application window, under **More information**.
4. Once you have made the necessary changes to the script, save the script. If you are using TruClient, manually close the interface.
5. Export the script to a zip file:
  - **TruClient:** Select **File > Manage Zip Files > Export to zip File... > runtime files only**.
  - **UFT:** Select **File > Export Test**.

## Deploying Scripts

To deploy a script, you need to upload the script to APM, and for each location assign the BPM Mobile locations and the script parameters.

1. Upload the recorded scripts to APM, create an application that will run the scripts, update the application thresholds, and assign the application to the required BPM Mobile locations.

**Note:** Mobile scripts take longer to run than regular scripts, so you should increase the thresholds.

2. Click to update the script parameters for each location.

Without this step, scripts will run only on the Mobile Center server and on the mobile devices on which they were recorded.

## BPM Real Device Monitoring Best Practices

### Recommended naming conventions in BPM

The location name should contain all the parameters that you want to differentiate in each location. For example, if you are monitoring different devices and multiple carriers in the same city, you should include the carrier and device name in the location name. For example **LosAngeles\_Verizon\_GalaxyS4**.

## Connecting to Mobile Center over a Secure Connection

Mobile Center allows you to work in secure environments using SSL and to apply certificates when necessary. If Mobile Center is working in a secure environment, import the SSL certificate to the BPM machine:

1. Install SSL certificates on the BPM machine. For details, search for "Install SSL certificates" in <http://mobilecenter.hpe.com>
2. Export the certificate from the browser:
  - a. In a browser, open the Mobile Center site.
  - b. In the address bar, click on the Lock icon and save the certificate to a local drive.
3. Open a Command Prompt and run the following import commands:

```
cd C:\HP\BPM\JRE\bin
keytool -import -trustcacerts -keystore "C:\HP\BPM\JRE\lib\security\cacerts" -
storepass <password> -noprompt -alias mc -file <certificate location>
```

#### Example:

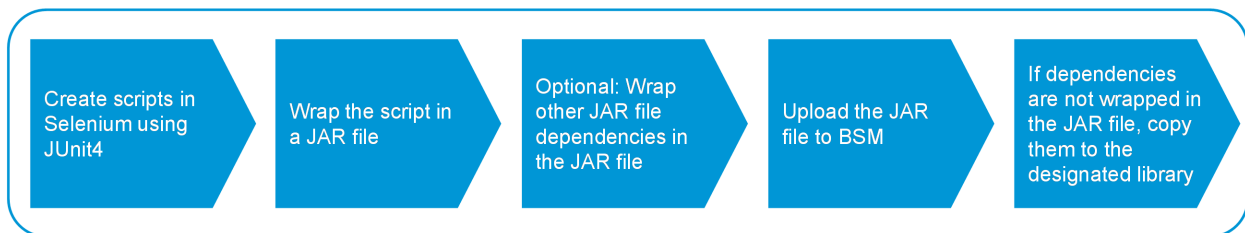
```
keytool -import -trustcacerts -keystore "C:\HP\BPM\JRE\lib\security\cacerts"
-storepass changeit -noprompt -alias mc -file C:\Temp\mcCertificate.cer
```

# Chapter 15: Using Selenium Scripts

Selenium is a tool that automates browser activity. BPM is able to execute Selenium scripts to recreate common browser activity.

For BPM to run Selenium scripts, the scripts must be created using JUnit4, saved as JAR files, and uploaded to APM. APM identifies relevant JUnit classes in the uploaded file and converts them to BPM transactions which can then be used for analysis.

The following diagram summarizes the process of uploading Selenium scripts to APM:



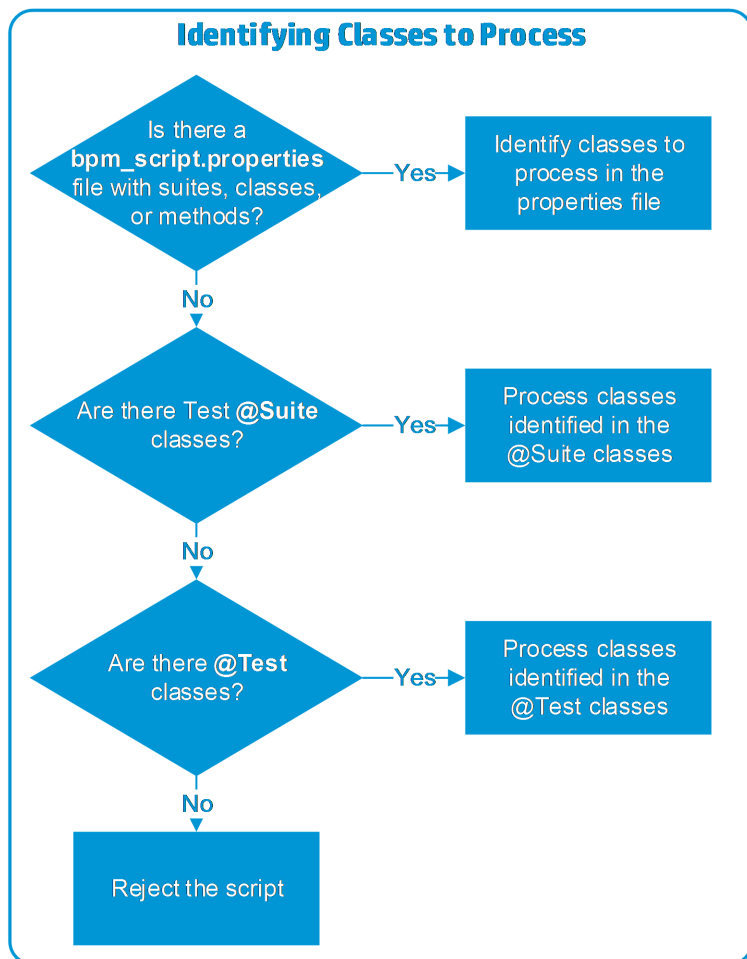
APM scans the JAR file to identify classes to use to create transactions. If the uploaded JAR file includes a **bpm\_script.properties** file, BPM identifies JUnit classes to process from this JAR file. If this properties file does not exist, or does not indicate which suites, classes, or methods to run, APM scans the JAR file to identify **@Suite** classes which are used to create transactions. If there are no **@Suite** classes, APM creates transactions from all **@Test** classes (classes with at least one method with annotation **@Test**).

**@Before** and **@After** methods are not converted to transactions and are not used for analysis.

BPM runs the classes listed in the **bpm\_script.properties** file in the order that they are listed. To run the test methods in alphabetical order, add the following annotation to the JUnit class:

**@FixMethodOrder(MethodSorters.NAME\_ASCENDING)**

The following diagram summarizes how APM identifies classes to use to create transactions.



## Best Practices when Working with Selenium

### bpm\_script.properties File

The **bpm\_script.properties** file is optional, but we recommend that you create this file to control how BPM processes the JAR file. Place the properties file in the JAR file under the **META-INF** folder.

If the file does not include all the relevant information, APM will add the required properties.

The bpm\_script.properties file defines the following.

- Which suites, classes, or methods will be executed

**Note:** All suites, classes, and methods that are listed in the bpm\_script.properties file will be executed, including duplications. This means that if you list a class and also a method which is included in the class, the method will run twice.

- The Selenium driver parameter name to be used in the code injection (used for Snapshot on Error)

- Whether to collect Snapshot on Error images
- System properties that need to be set before the script execution
- Whether to continue processing transactions after a transaction failure

If you do not supply a bpm\_script.properties file, APM creates the file as follows:

- Transactions are created from all Test **@Suite** classes. If there are no **@Suite** classes, APM creates transactions from all **@Test** classes. If the JAR file does not contain any Test classes (a class with at least one method that has the JUnit4 **@Test** annotation), APM will not accept the script.
- Other parameters in the bpm\_script.properties file will be set to their default values or left empty if they do not have a default value.

### bpm\_script.properties Keys

Key	Default Value	Represents
selenium.drivename	driver	The name of the Java parameter used in the code to hold the Selenium driver object. This parameter is used for Snapshot On Error.
testSuiteClasses	none	List of JUnit4 test suite class names. When executing the script, BPM will run all the classes in this list. Multiple items must be separated by a semi-colon (;).
testClasses	none	List of JUnit4 test classes (classes with methods that have the annotation <b>@Test</b> ) names. BPM will run all the classes in this list. Multiple items must be separated by a semi-colon (;).
testMethods	none	List of JUnit4 test methods (methods that have the annotation <b>@Test</b> ) full names, including the class name. BPM will run all the methods in this list. Multiple items must be separated by a semi-colon (;).
addClassNameToTransactions	true	Boolean parameter that indicates whether to concatenate the class name to the transaction name in order to distinguish between two transactions with the same name but from different classes.
collectSnapshotOnError	true	Boolean parameter that indicates whether to collect and send a snapshot on error image.
ContinueOnError	false	Boolean parameter that indicates whether to continue executing transactions after a transaction failure.

Key	Default Value	Represents
systemProperties	none	List of system properties that need to be set before the script runs. Each string includes a key value pair separated by the an equal sign (=). For example: <b>tempDir=c:\temp;seleniumExtraJar=sel.jar;</b> Multiple items must be separated by a semi-colon (;).

## Snapshot on Error

The snapshot on error function requires a driver object. APM looks for the driver name in the **selenium.drivername** key in the bpm\_script.properties file.

If there is no the bpm\_script.properties, or the selenium.drivername key is missing, BSM searches the JAR file for a Selenium driver object with the name "driver". If there is no object with the name "driver", the Snapshot on Error function will not work.

# Deploying Selenium

When you deploy Selenium you need to install the required browsers on all BPM locations, copy the JAR dependencies, and configure Windows and the relevant browsers to run Selenium scripts.

## Copying JAR Dependencies

1. If the JAR dependencies (including the Selenium JAR dependencies) are inside the JAR file, upload the JAR file to APM without any further action.
2. If the JAR file does not include the JAR dependencies, copy the dependencies to the following directory in all BPM locations:

**<BPM installation directory>\external\lib**

3. If the bpm\_script.properties file contains test suites, test classes, is empty, or is not included in the JAR file, in addition to copying the dependencies to BPM, copy the dependencies to the following directory in APM:

**<APM Installation>\BPM\external\lib**

**Note:** If you use APM in a SaaS environment, you cannot copy the dependencies to the APM server. The bpm\_script.properties file must have only test methods, with no test suites or test classes as described in step 2 above.

**Note:** We recommend that you restrict access to the BPM and APM folders above as follows:

- Administrators require read-write-execute access.
- Specific users under which the BPM or APM processes run need read-only access to the JAR files.


## Configuring Windows to run Selenium scripts

1. In Windows, start the “Interactive Services Detection” service:
  - a. Click the Windows **Start** button, click **Run**, enter **services.msc**, and press ENTER.
  - b. In the list of services, right-click on **Interactive Services Detection** and select **Start**.
2. Download the utility **PsExec.exe** from Microsoft Windows Sysinternals (<https://technet.microsoft.com/en-us/sysinternals/>) and save the utility in a local directory.
3. Open a command prompt in the location in which you saved **PsExec.exe** and run the following command:

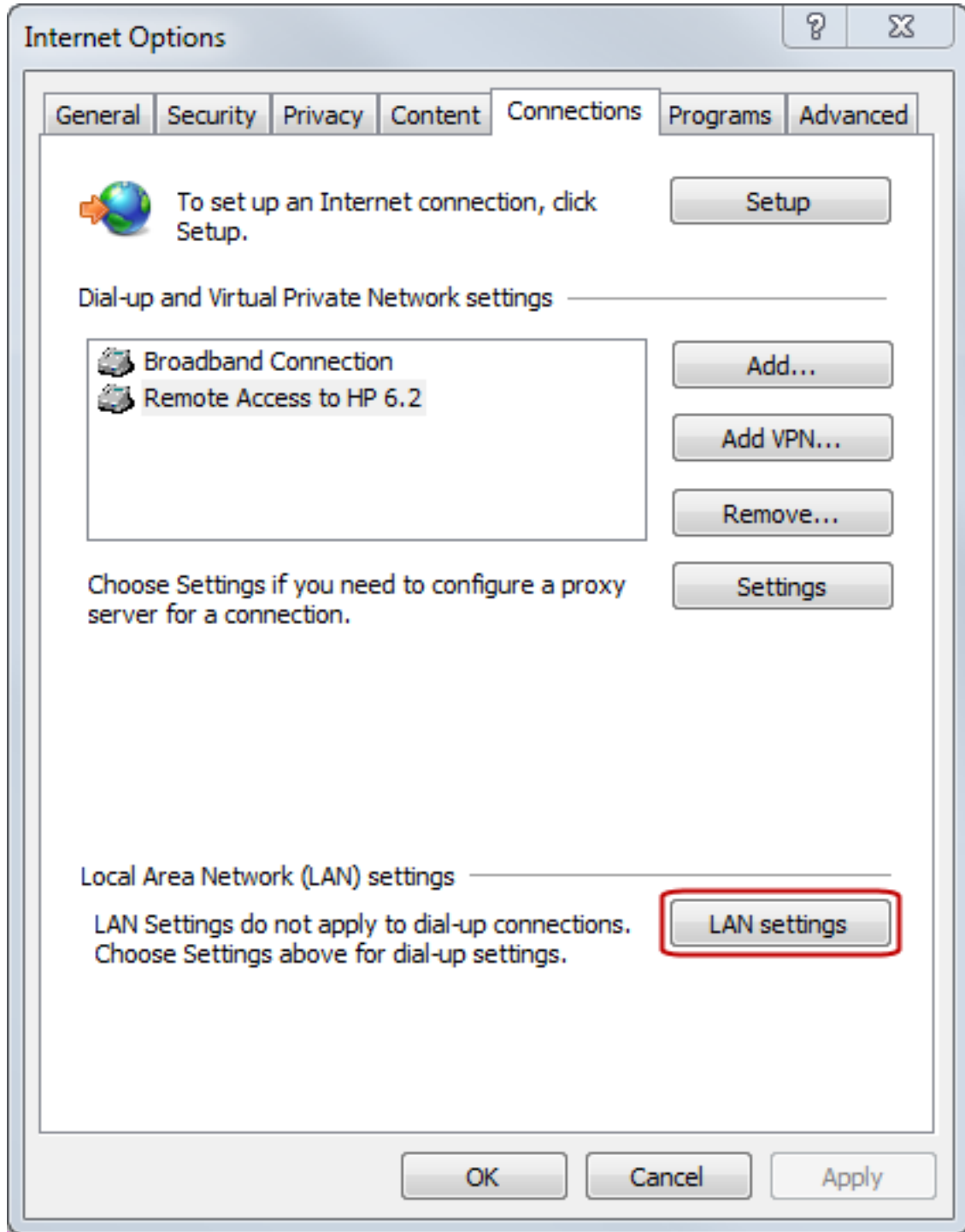
```
PsExec.exe -s -i 0 "<full path to iexplore>\iexplore.exe"
```

for example: **PsExec.exe -s -i 0 "C:\Program Files (x86)\Internet Explorer\iexplore.exe"**

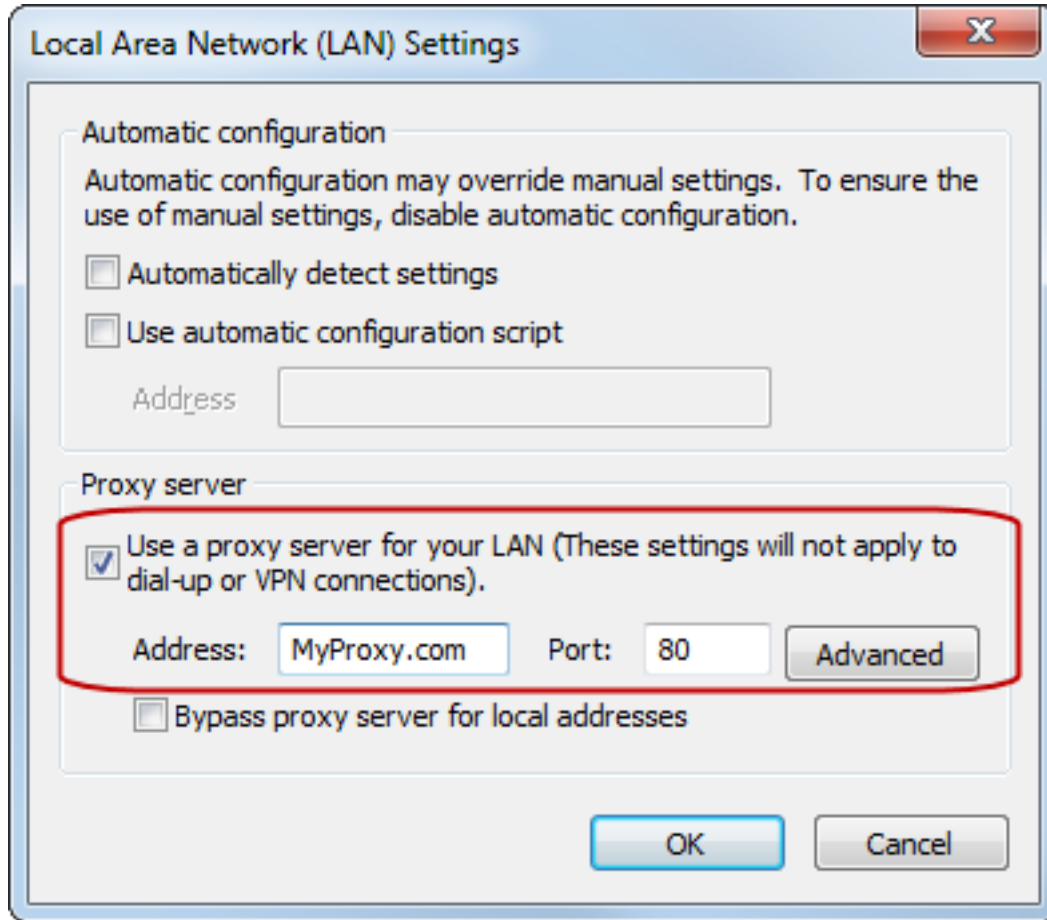


4. On the taskbar, click **Interactive Services Detection**.
5. In the Interactive Services Detection window, click **View Message**.  
A new desktop opens with a new instance of Internet Explorer.
6. In Internet Explorer, click  > **Internet Options**.
7. In the Internet Options window, on the Connections tab, click **LAN settings**.





8. Select **Use a proxy server for your LAN**, enter the address of the proxy server, and click **OK**.



9. Click **Return Now** to return to your regular desktop.

## Preparing Browsers to Run Selenium Scripts

1. Install the required browsers on all BPM locations.
2. Turn off automatic updates on all browsers.
3. If you use Internet Explorer or Chrome, copy the Selenium plug-in and make it available in the PATH environment variable. For details see [www.seleniumhq.org/download](http://www.seleniumhq.org/download)
4. Download the utility **PsExec.exe** from Microsoft Windows Sysinternals (<https://technet.microsoft.com/en-us/sysinternals/>) and save the utility in a local directory.
5. In the location in which you saved **PsExec.exe**, open a command prompt and use the following commands to open the relevant browser:
  - **Internet Explorer:** `PsExec.exe -s -i 0 "<full path to iexplore>\iexplore.exe"`  
for example: `PsExec.exe -s -i 0 "C:\Program Files (x86)\Internet Explorer\iexplore.exe"`
  - **Firefox:** `PsExec.exe -s -i 0 "<full path to Firefox>\firefox.exe"`  
for example: `PsExec.exe -s -i 0 "C:\Program Files (x86)\Mozilla Firefox\firefox.exe"`

- **Chrome:**PsExec.exe -s -i 0 "<full path to Chrome>\chrome.exe"  
for example: **PsExec.exe -s -i 0 "C:\Program Files (x86)  
\Google\Chrome\Application\chrome.exe"**

6. Confirm that the browser is able to access the Internet.

# Chapter 16: REST API

You can use the BPM REST API to run scripts and web trace in BPM and receive results in JSON format.

## Tasks

### How to turn on REST API functionality

1. Stop the BPM service.
2. Open the following file in a text editor:  
**...\BPM\ServletContainer\webapps\ROOT\WEB-INF\web.xml**
3. In the **web-app** tag, add the following:

```
<servlet>
  <servlet-name>spring</servlet-name>
  <servlet-class>org.springframework.web.servlet.</servlet-class>
  <load-on-startup>1</load-on-startup>
</servlet>
<servlet-mapping>
  <servlet-name>spring</servlet-name>
  <url-pattern>/rest/*</url-pattern>
</servlet-mapping>
```

4. Start the BPM service.

### How to Configure the Time Limit for the Requests to the REST API (default is 5 seconds)

1. Stop the BPM service.
2. Open the following file in a text editor:  
**...\BPM\ServletContainer\webapps\ROOT\WEB-INF\spring-servlet.xml**
3. Modify the value of the requests delay in seconds.
4. Start the BPM service.

### How to Run Requests in the BPM REST API

You can make BPM REST API requests using one of the following methods:

- Run script using the following format:

```
http://<bpmhost>:2696/rest/invokeScript
```

For a list of parameters, see ["Invoke Script Parameters" on the next page](#).

- Run a webtrace using the following format:

http://<bpmhost>:2696/rest/invokeWebtrace

For a list of parameters, see "[Invoke Webtrace Parametrs](#)" below.

## API Tables

### Invoke Script Parameters

Request name: **invokeScript**

Parameter name	Type	Use	Notes
hostName	string	required	
location	string	required	
instanceUrl	string	required	
applicationName	string	required	
btfName	string	optional	If empty, run all scripts from all BTFs from selected application
scriptName	string	optional	If empty, run all scripts under selected BTF/application. To run several scripts from BTF, separate scripts names with delimiter ";"
timeoutSeconds	string	optional	Default value = 900 seconds

### Invoke Webtrace Parametrs

Request name: **invokeWebtrace**

Parameter name	Type	Use	Notes
address	string	required	Host name or IP address and port number (default port is 80)
timeoutSeconds	string	optional	Default value = 900 seconds

# Examples

## Invoke Script Examples

Invoke script **TestScript** from BTF **TestBTF** from application **TestApp** with timeout of 20 seconds

```
http://BPM_host:2696/rest/invokeScript?hostName=<host_name>&location=New-York&instanceUrl=http://BSM_host/topaz&applicationName=TestApp&btfnName=TestBTF&scriptName=TestScript&timeoutSeconds=20
```

Invoke scripts **TestScript** and **TCScript** from BTF **TestBTF** from application **TestApp** with default timeout

```
http://BPM_host:2696/rest/invokeScript?hostName=<host_name>&location=New-York&instanceUrl=http://BSM_host/topaz&applicationName=TestApp&btfnName=TestBTF&scriptName=TestScript;TCScript
```

Invoke all scripts from BTF **TestBTF** from application **TestApp** with timeout of 20 seconds

```
http://BPM_host:2696/rest/invokeScript?hostName=<host_name>&location=New-York&instanceUrl=http://BSM_host/topaz&applicationName=TestApp&btfnName=TestBTF&timeoutSeconds=20
```

Invoke all scripts from all BTFs from application **TestApp**

```
http://BPM_host:2696/rest/invokeScript?hostName=<host_name>&location=New-York&instanceUrl=http://BSM_host/topaz&applicationName=TestApp
```

## Invoke Webtrace Examples

Invoke webtrace with timeout of 20 seconds to port 80

```
http://BPM_host:2696/rest/invokeWebtrace?address=hp.com&timeoutSeconds=20
```

Invoke webtrace with default timeout to port 8080

```
http://BPM_host:2696/rest/invokeWebtrace?address=hp.com:8080
```

Webtrace run JSON output

```
{ // Field in UI :
```

```
"endTime" : 1423152994000,
"destinationName" : null, // Destination name
"destinationIp" : "16.60.159.67", // Destination IP
"sourceIp" : "126.169.60.16", // Source IP
"roundTripTime" : 0, // Round trip time
"retriesNumber" : 2, // Retries
"hops" : [ { // hops list
  "roundTripTime" : 0, // Round Trip Time
  "retriesNumber" : 0, // Hop Retries
  "name" : "", // Hop Name
  "ip" : "0.0.0.0", // Hop IP
  "reachable" : false // Hop Reachable
}, {
  "roundTripTime" : 0,
  "retriesNumber" : 1,
  "name" : "myd-vm03303.hpswlab.s.adapps.hp.com",
  "ip" : "16.60.159.67",
  "reachable" : true
} ],
"endTimeStr" : "05/02/2015 18:16:34", // End time
"reachable" : true, // Reachable
"finished" : true
}
```

## Output Examples

### Script run JSON output:

```
{
  "RozetkaAjaxTruClientFirefox" : { // script name
    "profileId" : null,
    "taskId" : 0,
    "resPath" : null,
    "finished" : true,
    "transactions" : [ { // transactions list
      "endTimeStr" : "05/02/2015 19:23:00", // tx end time
      "duration" : 140, // tx duration in millisec.
      "name" : "Logout_TX", // tx name
      "id" : 0,
      "status" : 0, // tx status
      "transErrors" : null, // tx errors
      "snapshot" : null,
      "pages" : [ ], // tx pages
      "breakdownErrors" : null, // bd errors
      "transBreakdownSize" : 0, // transaction bd size
      "transBdDnsWeightedTime" : -1, // DNS time
    }
  ]
}
```

```
"transBdDnsSummedTime" : 0,
"transBdConnectionWeightedTime" : 0, // Connection time
"transBdConnectionSummedTime" : 0,
"transBdSslWeightedTime" : -1, // SSL Handshaking time
"transBdSslSummedTime" : 0,
"transBdDownloadWeightedTime" : 0, // Download time
"transBdDownloadSummedTime" : 0,
"transBdRetryWeightedTime" : -1, // Retry time
"transBdRetrySummedTime" : -1,
"transBdNetworkWeightedTime" : -1, // Network Time to First Buffer
"transBdNetworkSummedTime" : -1,
"transBdServerWeightedTime" : -1, // Server Time to First Buffer
"transBdServerSummedTime" : -1,
"transBdFirstBufferWeightedTime" : -1, // Time to First Buffer

"transBdFirstBufferSummedTime" : -1,
"breakdown" : false
}, { // "Login_TX" starts here
  "endTimeStr" : "05/02/2015 19:22:36",
  "duration" : 9220,
  "name" : "Login_TX",
  "id" : 0,
  "status" : 0,
  "transErrors" : null,
  "snapshot" : null,
  "pages" : [ { // first page
    "pageId" : 0,
    "pageName" :
"http://creativecdn.com/rmx/cm?pi=rmx&chain&xid=jjMchVtHWgmwg60gf.Gw8BzB",
    "componentBreakdownInvDTOs" : [ { // component breakdowns list
      "id" : 0,
      "name" :
"http://creativecdn.com/rmx/cm?pi=rmx&chain&xid=jjMchVtHWgmwg60gf.Gw8BzB",
      "ip" : null,
      "status" : false,
      "startTime" : -2563,
      "size" : 195,
      "dnsTime" : 0,
      "connectionTime" : 0,
      "sslTime" : -1,
      "retryTime" : -1,
      "serverTime" : -1,
      "networkTime" : -1,
      "networkToFirstBufferTime" : -1,
      "downloadTime" : -1,
      "error" : null
    } ]
  }, { // second page
    "pageId" : 1,
```



```
    "pageName" : "http://us-  
u.openx.net/w/1.0/sd?cc=1&id=537072974&val=16484766087485651639",  
    "componentBreakdownInvDTOs" : [ {  
        "id" : 0,  
        "name" : "http://us-  
u.openx.net/w/1.0/sd?cc=1&id=537072974&val=16484766087485651639",  
        "ip" : null,  
        "status" : false,  
        "startTime" : -2994,  
        "size" : 328,  
        "dnsTime" : 0,  
        "connectionTime" : 0,  
        "sslTime" : -1,  
        "retryTime" : -1,  
        "serverTime" : -1,  
        "networkTime" : -1,  
        "networkToFirstBufferTime" : -1,  
        "downloadTime" : -1,  
        "error" : null  
    } ]  
} ]  
} ]  
}
```

#### Full application run output

```
{  
  "tx_fail_not_continue" : {           // first BTF  
    "tx_fail_not_continue" : {       // first script in btf "tx_fail_not_continue"  
      "profileId" : null,  
      "taskId" : 0,  
      "resPath" : null,  
      "finished" : true,  
      "transactions" : [...]  
    }  
  },  
  "RestApiTest" : {                  // second BTF  
    "tx_ok" : {                      // first script in btf "RestApiTest"  
      "profileId" : null,  
      "taskId" : 0,  
      "resPath" : null,  
      "finished" : true,  
      "transactions" : [...]  
    },  
    "tx_fail" : {                   // second script in btf "RestApiTest"  
      "profileId" : null,  
      "taskId" : 0,  
      "resPath" : null,  
      "finished" : true,  
      "transactions" : [...]  
    }  
  }  
}
```

```
    "resPath" : null,  
    "finished" : true,  
    "transactions" : [...]  
  },  
  "RozetkaAjaxTruClientFirefox" : { // third script in btf "RestApiTest"  
    "profileId" : null,  
    "taskId" : 0,  
    "resPath" : null,  
    "finished" : true,  
    "transactions" : [...]  
  }  
}  
}
```

## Possible Transaction Status

The transaction status could be any of the following:

TRANS\_STATUS\_PASS = 0;

TRANS\_STATUS\_FAIL = 1;

TRANS\_STATUS\_TIMEDOUT = 2;

## Errors

Errors are displayed in a JSON format:

```
{  
  "error" : "error_message"  
}
```

### Examples:

```
{  
  "error" : "Instance with hostName=bpm_host location=NY siteUrl=http://bsm_  
host/topaz was not found."  
}  
  
{  
  "error" : "Application=App1 was not found."  
}  
  
{  
  "error" : "BTF=BTF1 was not found."  
}  
  
{  
  "script1" : {  
    "error" : "Script script1 was not found."  
  }  
}
```

```
}  
}
```

# Chapter 17: BPM Configuration Files

The BPM configuration files define default parameter values that are used for BPM functioning. Some of these values can be changed within the configuration files, while other parameter values should only be changed using BPM Admin, or should not be changed at all. Not all of the parameters automatically appear in the configuration files, but can be added manually if you want to override the default value used by BPM.

## To access

The BPM configuration files are located in the **<BPM application directory>/config** directory.

For details on how to browse the configuration folder, see ["How to Browse the Configuration Folder" below](#).

## Learn About

- ["Parameters in topaz\\_agent\\_ctrl.cfg" on page 158](#)
- ["Parameters in archive.cfg" on page 161](#)
- ["Parameters in agent1.cfg" on page 162](#)
- ["Parameters in topaz\\_data\\_server.cfg" on page 165](#)
- ["Parameters in sconn.cfg" on page 169](#)
- ["Parameters in encryption.properties" on page 170](#)
- ["Parameters in seed.properties" on page 171](#)

## Tasks

### How to Browse the Configuration Folder

The **Browse Configuration Folder** option enables you to view the files stored in the config directory. The config directory consists of configuration files that contain the options defined for BPM.

When you select the Browse Configuration Folder option, the Browse Configuration Folder dialog box opens in a new window. For details, see ["Browse Configuration Folder Dialog Box" on page 158](#).

#### Note:

- You cannot edit the files from Business Process Monitor Admin, only view the file contents.
- Use CTRL+F to find a specific string in a file.

## How to Change Parameter Values Within a Configuration File

1. Stop BPM.
2. Open the configuration file in a text editor.
3. Modify the value of the parameter, as required.
4. Save the file and restart BPM.

**Note:** When working on a Windows platform in languages other than English, do not edit and save configuration files in Notepad. Saving configuration files in UTF-8 format in Notepad may cause severe functionality problems in BPM.

## How to Add or Override HTTP Request Headers

To add or override headers to the http request sent by BPM to APM, you define the parameters **HeaderName** and **HeaderValue** in the **sconn.cfg** file, as described in ["Parameters in sconn.cfg" on page 169](#).

Note the following guidelines:

- To add/change more than one header, use **HeaderName2** for the second name, **HeaderName3** for the third, and so forth. Follow the same principle for the **HeaderValue** parameter.
- The number of header names must match the number of header values. Otherwise all header names and values are ignored.
- The first header should be configured with the original parameter names (no index). BPM only reads additional headers if they are sequentially numbered. For example, if the following information is added to the **sconn.cfg** file, only the first two headers are handled. **HeaderName4** and **HeaderValue4** are ignored:

```
[Site1]
AuthDomain=""
ProxyPasswd=""
ProxyName=""
SSLClientCert=""
SSLHostNameValidate="1"
AuthDelay="0"
ProxyUrl=""
SSLServerCert=""
SSLPVK=""
ProxyDomain=""
SSLServerValidate="1"
SSLPVKPasswd=""
```

# UI Description

## Browse Configuration Folder Dialog Box

The Browse Configuration Folder dialog box comprises the following areas:

- **Left pane.** Displays a tree of the files included in the config directory (the root entry in the tree).
- **Right pane.** Displays the contents of the file you select in the tree in the left pane. If the selected file is empty, the right pane also remains empty.

## Parameters in topaz\_agent\_ctrl.cfg

The <BPM application directory>/config/topaz\_agent\_ctrl.cfg file, which controls communication between the Gateway Server and BPM, contains the following parameters:

**Section:** Site#

Parameter	Description	Default Value	Can be Changed?
HostName	The name defined for the host machine. This is a logical name that is used by BPM for registration to APM. The default value is the actual name of the BPM host machine.	<BPM machine name>	The value can be changed in BPM Admin.
HostLocation	The location defined for the host machine. This is a logical location that is used by BPM for registration to APM. The default value is the name of the BPM host machine.	<Business Process Monitor machine location>	You can override the location using the Location Manager in APM. Once overridden, this value is redundant.
SiteURL	The APM URL.	<HP Business Service Management URL>	The value can be changed in BPM Admin.
UserName	The name of the user that is to run the instance's transactions, if these are to be run by a specific user.		The value can be changed in BPM Admin.
JobPoll	The interval, in minutes, between requests to APM for job updates.	2 minutes	The value can be changed in BPM Admin.

Parameter	Description	Default Value	Can be Changed?
Pause Communication	Instructs BPM to stop communication to APM. When the value of this parameter is 0, communication with APM is enabled; when the value is 1, communication is stopped.	0 (no pause)	Yes
TimeDelta	The difference, in milliseconds, between Gateway Server site time and BPM time.	<time difference>	Do not change this value.
HostId	The ID allocated by APM for this specific BPM instance.	<BPM machine ID>	No
LocationId	The ID allocation by the Location Manager in APM for this specific BPM instance.	<BPM machine location ID>	No
Pause Measurements	Instructs BPM to stop running transactions and WebTrace schemes. The following two options are available: <ul style="list-style-type: none"> <li>• 0 – No pause</li> <li>• 1 – Pause</li> </ul>	0 (no pause)	No
SiteVersion	The APM version.	<HP Business Service Management version>	No
CommandLine Additions		<BPM machine default IP address>	
RetryOnFailure	Enables the Retry on Failure option. <ul style="list-style-type: none"> <li>• 1 – Retry on Failure is enabled</li> <li>• 0 – Retry on Failure is disabled</li> </ul> Retry on Failure can be applied per script. For further information about this feature, see " <a href="#">Retry on Failure</a> " on page 45 in the Business Process Monitor Administration Guide.	0	Yes
RetryOnFailureDelay	Number of seconds to wait before retrying after a script failure.	30	Yes
RetryOnFailureCount	Maximum number of retry attempts.	1	Yes
RetryOnFailureSendAdditionalErrorMessage	Determines whether the failure error message should include the number of attempts. <ul style="list-style-type: none"> <li>• 1 – Error message includes number of attempts</li> <li>• 0 – Error message does not include number of attempts</li> </ul>	0	Yes

**Section: General**

Parameter	Description	Default Value	Validation Type	Can be Changed?
Workspace	The directory in which the BPM work files are stored.  If you change this value, only some of the log files under the Workspace directory are moved to the new path (logs in commcenter and agent1 directories), not all.	Not defined	String	Yes, see <a href="#">"How to Change the Workspace Directory Location" on page 113.</a>
SelfURL	The BPM URL.	Not defined	String	No
HostVersion	The version of BPM installed on the machine.	<BPM version>	String	No
BuildNum	The BPM build number.	Not defined	Positive integer	No
BPMPProduct	The following value is available: HP Business Process Monitor.	HP Business Process Monitor	String	No
RegistrationHourInterval	The interval at which BPM communicates with APM to re-register itself.	12 hours	Positive integer	No
TopazAgentHome	The file path to the BPM installation.	Not defined	String	No
ScriptZipRatioLimit	Not supported.	30	Positive integer	Yes
ClusterMode	Not supported.	0	Boolean	Yes
SecureAccess	Enable/disable secure access to BPM. For details, see <a href="#">"Restricting Access to BPM Admin" on page 179.</a>  The following two options are available: <ul style="list-style-type: none"> <li>• 0 – secure access is disabled</li> <li>• 1 – secure access is enabled</li> </ul>	0	Boolean	Yes
LoadGeneratorHome	The location of the load generator.	Not defined	String	No
UIMemoryThreshold	The memory threshold of the BPM machine. This parameter affects the threshold display only; it does not affect the operation of BPM.	80%	Positive integer	Yes
UICpuThreshold	The CPU threshold of the BPM machine. This parameter affects the threshold display only; it does not affect the operation of BPM.	70%	Positive integer	Yes
InvocationFoldersDeleteIntervallnMinutes	Defines how long to keep manually invoked scripts before they are deleted.	60 minutes	Positive integer	Yes
ServerMinimumFreeDiskSpaceThresholdInMB	Defines the minimum free disk space threshold of the BPM server. When this threshold is breached, the BPM server stops running scripts and WebTraces. For details, see <a href="#">"Requirements and Limitations for Running Tasks" on page 19.</a>  We recommend that this value be less than the value of the MinimumFreeDiskSpaceThresholdInMB parameter in <b>archive.cfg</b> .	500 MB	Positive integer	Yes  Minimum allowed value: 0



Parameter	Description	Default Value	Validation Type	Can be Changed?
ServerStartWorkingBufferAboveMinimumThresholdInMB	Defines the minimum buffer threshold above the value of the ServerMinimumFreeDiskSpaceThresholdInMB. When this buffer threshold is reached, the BPM server resumes running scripts and WebTraces. For details, see <a href="#">"Requirements and Limitations for Running Tasks"</a> on page 19.	100 MB	Positive integer	Yes Minimum allowed value: 0

## Parameters in archive.cfg

For details on file archiving, see ["File Archiving"](#) on page 119.

The **<BPM application directory>/config/archive.cfg** file contains the following parameters:

### [DiskSpace]

Parameter	Description	Value	Type
MinimumFreeDiskSpaceThresholdInMB	Defines the minimum free disk space threshold. When this threshold is breached, the <b>archive.cfg</b> file starts to run according to the longTermCritical policy.  We recommend that this value be greater than the value of the ServerMinimumFreeDiskSpaceThresholdInMB parameter in the <b>topaz_agent_ctrl.cfg</b> file.	Default: 750 MB Minimum allowed : 0	Positive integer

### Archive Category Default Values

Category	shortTerm	longTerm	longTermCritical
logs	DAY	MONTH	2 DAY
input_job	1 HOUR	2 WEEK	1 HOUR
model_persistence	1 HOUR	2 WEEK	1 HOUR
samples	1 HOUR	1 DAY	NEVER
samples_quarantine	1 WEEK	1 MONTH	1 DAY
scripts_results	NEVER	NEVER	NEVER
webtraces_results	NEVER	NEVER	NEVER

The archive categories are listed in the following format:

```
#Log files archive policy
[logs]
shortTerm=1 DAY
longTerm=1 MONTH
longTermCritical=2 DAY
```

## ArchiveProcess

The section lists the archive process policy for each folder. The default value for all parameters in this section is **One Hour**.

# Parameters in agent1.cfg

The <BPM application directory>\config\agent1.cfg file, which controls BPM behavior, contains the following parameters:

### Section: General

Parameter	Description	Default Value	Validation Type	Can be Changed?
TaskTimeoutMinutes	Not supported.	15 minutes	Positive integer	
Concurrent Profiles	Determines the number of profiles that can be run concurrently. The following options are available: <ul style="list-style-type: none"> <li>• <b>0</b> – An unlimited number of profiles can run concurrently.</li> <li>• <b>A value other than 0</b> – The number specified is the maximum number of profiles that can run concurrently.</li> </ul>	0 An unlimited number of profiles can run concurrently.	Positive integer	Yes
GlobalRunHandler	The run mode BPM allocates when the run mode is not previously defined for the profile. The run mode determines how BPM runs the tasks in a profile when the profile begins an iteration.  The following options are available: <ul style="list-style-type: none"> <li>• Classic</li> <li>• Concurrent</li> <li>• Dialup</li> <li>• Sequential</li> <li>• Stepped</li> </ul> Not supported.	Classic	String	Yes
TopazAgentHome	The path to the BPM installation directory.	Not defined	String	
SendSOEToBAC	Determines whether to send Snapshot on Error data to APM, or to store it locally on the BPM machine. The following options are available: <ul style="list-style-type: none"> <li>• <b>1</b> – never send snapshots to APM.</li> <li>• <b>2</b> – always send snapshots to APM.</li> <li>• <b>3</b> – use the script configuration to determine whether or not to send snapshots to APM.</li> </ul>	3	String	Yes
SendRunBeacon	Adds a special header to network requests created by scripts with protocols from the <b>ColoringSupportedProtocols</b> parameter. The header enables the Real User Monitor probe to distinguish between synthetic user data and real user data.	False	Boolean	Yes

Parameter	Description	Default Value	Validation Type	Can be Changed?
OrphanMdrvCleanUp	Causes BPM to check for and kill any orphan process created by LoadRunner.	1	Boolean	
AbnormalTransactionTime	Determines whether transactions with an inactive time longer than the transaction time should be reported to APM. The following options are available: <ul style="list-style-type: none"> <li>• 0 – do not report these transactions.</li> <li>• 1 – report transaction with a duration of 0.</li> <li>• 2 – report transaction as failed (not recommended)</li> </ul>	0	String	
ReadScriptOutputAsUTF8	Determines the charset <ul style="list-style-type: none"> <li>• 0 – default system charset.</li> <li>• 1 – UTF-8</li> </ul> <p><b>Note:</b> This parameter needs to be added manually; it is not in the agent1.cfg file by default. If this parameter is not present, BPM uses the default system charset.</p>	0	String	Yes

**Section: Protocols**

Parameter	Description	Default Value	Can be Changed?
BdSupportedProtocols	List of web based protocols that BPM can run with the breakdown option.  BPM runs a script with the breakdown option provided the script type is included in this setting.  If a script contains multiple protocols, it runs with the breakdown option provided that one of the protocols is included in this setting.	A list of applicable protocols	No.
LFWSupportedProtocols	List of protocols supported by agent that run with the LogFileWrite option.		Yes
SnapshotSupported Protocols	Determines for which protocols APM supports Snapshot on Error.	A list of the applicable VuGen protocols	Yes
ColoringSupported Protocols	Determines for which protocols BPM transactions are colored for requests sent to an application monitored by HP Diagnostics or TransactionVision.  If the protocol replay run by the BPM is changed, and contains an http-based protocol that is not included in this parameter, the protocol can be added to the list, separated by a comma.  There should be no reason to remove protocols from the list.	A list of all the web-based VuGen protocols (that is, those using http)	Yes
AdvancedTcpBd SupportedProtocols	List of non-web based protocols that BPM installed on Windows can run with the TCP advanced breakdown option.  BPM runs a script with the TCP advanced breakdown option provided the script type is included in this setting.  If a script contains multiple protocols, it runs with the TCP advanced breakdown option provided that one of the protocols is included in this setting and none of the protocols is included in the <b>BdSupportedProtocols</b> setting (in which case, the regular breakdown option is used).	A list of applicable protocols	Yes

Parameter	Description	Default Value	Can be Changed?
	<p><b>Note:</b> For notes and limitations about the non-web based protocols, see "Notes and Limitation for Non-Web Based (TCP) Protocols" in "<a href="#">Understanding Non-Web Based TCP Transaction Breakdown Reports</a>" on page 94.</p>		
AdvancedTcpBd SupportedProtocols Linux	<p>List of non-web based protocols that BPM installed on Linux can run with the TCP advanced breakdown option.</p> <p>BPM runs a script with the TCP advanced breakdown option provided the script type is included in this setting.</p> <p>If a script contains multiple protocols, it runs with the TCP advanced breakdown option provided that one of the protocols is included in this setting and none of the protocols is included in the <b>BdSupportedProtocols</b> setting (in which case, the regular breakdown option is used).</p> <p><b>Note:</b> For notes and limitations about the non-web based protocols, see "Notes and Limitation for Non-Web Based (TCP) Protocols" in "<a href="#">Understanding Non-Web Based TCP Transaction Breakdown Reports</a>" on page 94.</p>	A list of applicable protocols	Yes
LinuxCompatible Protocols	List of protocols supported by LoadRunner and BPM on Linux.		No

**Section: WebTrace**

Parameter	Description	Default Value	Validation Type
DefaultProtocol	<p>The following values are available:</p> <ul style="list-style-type: none"> <li>tcp</li> <li>icmp</li> <li>udp</li> </ul> <p><b>Note:</b> TCP is not supported on Linux.</p>	tcp	String
ProtocolVersion	The following value is available: IPv4	IPv4	String

**Section: QTP**

Parameter	Description	Default Value	Validation Type
QtpUserName	The QTP/UFT user name.	Not defined	String
QtpDomainName	The QTP/UFT domain name.	Not defined	String
QtpLogBackupPerRuns	Number of QTP/UFT executions that trigger a back up.	100	Positive integer
QtpLogMaxSize	Maximum QTP/UFT log size that triggers a back up (in MB).	5	Positive integer
DisableEndProcesses OnFailKey	Determines whether the <b>-EndProcessesOnFail</b> flag is used with a command line to execute QTP/UFT scripts. By default, when BPM runs a QTP/UFT script, it calls <code>mdrv.exe</code> with a <code>-EndProcessesOnFail</code> flag. Running a QTP/UFT script with this flag can cause <code>csrss.exe</code> system process critical termination (blue screen) in some cases.	False	Boolean

Parameter	Description	Default Value	Validation Type
	<ul style="list-style-type: none"> <li>• <b>True</b> - The <b>EndProcessesOnFail</b> key is not called.</li> <li>• <b>False</b> - The <b>EndProcessesOnFail</b> key is called.</li> </ul>		

**Section: Sandbox**

Parameter	Description	Default Value	Can be changed?
EnableSandbox	Determines whether the sandbox is enabled or disabled. <ul style="list-style-type: none"> <li>• <b>0</b> – Disabled</li> <li>• <b>1</b> – Enabled</li> </ul>	0	Yes
SandboxEnableRecorderVersionCheck	Determines whether the script LoadRunner version verification is active.  When enabled, BPM compares the script LoadRunner version with the current LoadRunner version. Verification fails if the script LoadRunner version is higher than the current LoadRunner version. <ul style="list-style-type: none"> <li>• <b>0</b> – Disabled</li> <li>• <b>1</b> – Enabled</li> </ul>	0	Yes

## Parameters in topaz\_data\_server.cfg

The <BPM application directory>\config\topaz\_data\_server.cfg file, which controls the transmission of data from BPM to the Gateway Server, contains the following parameters:

**Section: data\_depot**

Parameter	Description	Default Value	Validation Type	Can be Changed?
ReportAnd Forget	Determines whether failed reports are resent to APM. The following two options are available: <ul style="list-style-type: none"> <li>• <b>True</b> – Failed reports are ignored and not resent to APM.</li> <li>• <b>False</b> – BPM tries to resend failed reports to APM.</li> </ul>	False	Boolean	No

**Section: transdata**

Parameter	Description	Default Value	Validation Type	Can be Changed?
MaxSnapshot SizeAM5	Maximum snapshot on error size in KB for instances working with AM version 5.0 and above.	256 kilobytes	Positive integer	Yes

Parameter	Description	Default Value	Validation Type	Can be Changed?
ScriptEnd StatusTime Out	<p>Determines the behavior for transactions that were not run when a script ends with a status of <b>END_STATUS_TIMED_OUT</b>. The following are the valid options:</p> <ul style="list-style-type: none"> <li>• <b>default</b> – For each transactions that was not run, a sample with a status of 6 (NOT_RUN_STATUS) is sent.</li> <li>• <b>force_no_transdata</b> – For the first transaction that was not run, a sample with a status of 1 (LR_FAIL) is sent. For all the other transactions that were not run, no data is sent.</li> <li>• <b>force_fail_status</b> – A sample with a status of 1 (LR_FAIL), and with the relevant error, is sent for each transaction that was not run.</li> </ul>	default	String validation from specific list	Yes
ScriptEnd StatusError	<p>Determines the behavior for transactions that were not run when a script ends with a status of <b>END_STATUS_ERROR</b>. The following are the valid options:</p> <ul style="list-style-type: none"> <li>• <b>default</b> <ul style="list-style-type: none"> <li>• If the script is configured to continue running after the failed transaction, relevant samples are sent accordingly.</li> <li>• If the script is configured not to continue running after the failed transaction, then no data is sent for any of the subsequent transactions.</li> </ul> </li> <li>• <b>force_fail_status</b> <ul style="list-style-type: none"> <li>• If the script is configured to continue running after the failed transaction, relevant samples are sent accordingly.</li> <li>• If the script is configured not to continue running after the failed transaction, then a sample with a status of 1 (LR_FAIL), and with the relevant error, is sent for each subsequent transaction.</li> </ul> </li> </ul>	default	String validation from specific list	Yes
MaxTxError Amount	Limits maximum errors amount per transaction	100	Positive integer	Yes
MaxBreakdownDiffFromResponseTime	The maximum sum of transaction breakdown (in milliseconds) when transaction and component breakdown will be reported to APM.	50	Positive integer	
ScriptPcbdErrors	<p>Controls the behavior when a component breakdown fails with an undefined error code. The following are the valid options:</p> <ul style="list-style-type: none"> <li>• <b>default</b> – These type of breakdown errors will not be reported to EUM.</li> <li>• <b>report_pcbd_errors</b> – These type of breakdown errors will be reported to EUM.</li> </ul>	default	String validation from specific list	Yes

**Section: PCBD**

Parameter	Description	Default Value	Validation Type	Can be Changed?
Policy	<p>Determines the page component breakdown reporting policy. The following two options are available:</p> <ul style="list-style-type: none"> <li>• <b>PCB_POLICY_RUNNUM</b> – Data is automatically reported after the specified number of runs.</li> <li>• <b>PCB_POLICY_THRESHOLD</b> – Data is only reported if during the transaction run, the threshold status changes to the <b>Poor</b> (red) status (because the previous run was less than the higher threshold, and the current run is over that threshold) and not when it changes from red status.</li> </ul> <p>The transaction thresholds are defined as part of the business process profile properties within End User Management Administration.</p>	<p>PCB_POLICY_RUNNUM</p> <p><b>Note:</b> The default policy value for HPE Software-as-a-Service is PCB_POLICY_THRESHOLD.</p>	String	Yes
Runnum	<p>Determines the number of runs after which BPM reports page component breakdown data (applicable when the value of the Policy parameter is <b>Runnum</b>).</p>	4 runs	Positive integer	Yes

**Section: txhttp**

Parameter	Description	Default Value	Validation Type	Can be Changed?
WakeupMinutes Time	<p>Determines the amount of time, in minutes, after which all the transaction samples in the queue are reported. After this amount of time has elapsed, the transaction samples in the queue are reported, regardless of the number of samples in queue.</p>	1 minute	Positive integer	Do not change this value without consulting HPE Software Support.
WakeupCount	<p>Determines the number of transaction samples that must be collected before all the transaction samples in the queue are reported. After this number of transaction samples are collected, all the transaction samples in the queue are reported, regardless of the amount of time that has elapsed since the last report.</p>	40 samples	Positive integer	Do not change this value without consulting HPE Software Support.
MaxChunk	<p>Determines the maximum number of transaction samples that can be sent in one http request.</p>	100 samples	Positive integer	Do not change this value without consulting HPE Software Support.
Priority	Not supported.	5	Positive integer	

**Section: wthttp**

Parameter	Description	Default Value	Validation Type	Can be Changed?
Wakeup Minutes Time	Determines the amount of time, in minutes, after which all the WebTrace samples in the queue are reported. After this amount of time has elapsed, the WebTrace samples in the queue are reported, regardless of the number of samples in queue.	1 minute	Positive integer	Do not change this value without consulting HPE Software Support.
Wakeup Count	Determines the number of WebTrace samples that must be collected before all the WebTrace samples in the queue are reported. After this number of WebTrace samples are collected, all the transaction samples in the queue are reported, regardless of the amount of time that has elapsed since the last report.	40 samples	Positive integer	Do not change this value without consulting HPE Software Support.
MaxChunk	Determines the maximum number of WebTrace samples that can be sent in one http request.	1 sample	Positive integer	Do not change this value without consulting HPE Software Support.
Priority	Not supported.	5	Positive integer	

**Section: soahttp**

Parameter	Description	Default Value	Validation Type	Can be Changed?
Wakeup MinutesTime	Determines the amount of time, in minutes, after which all the SOA samples in the queue are reported. After this amount of time has elapsed, the SOA samples in the queue are reported, regardless of the number of samples in queue.	1 minute	Positive integer	Do not change this value without consulting HPE Software Support.
Wakeup Count	Determines the number of SOA samples that must be collected before all the SOA samples in the queue are reported. After this number of SOA samples are collected, all the transaction samples in the queue are reported, regardless of the amount of time that has elapsed since the last report.	40 samples	Positive integer	Do not change this value without consulting HPE Software Support.
MaxChunk	Determines the maximum number of SOA samples that can be sent in one http request.	100 samples	Positive integer	Do not change this value without consulting HPE Software Support.
Priority	Not supported.	5	Positive integer	

**Section: HTTPSender**



Parameter	Description	Default Value	Validation Type	Can be Changed?
HTTPSenderTimeoutSec	The timeout, in seconds, for sending BPM samples to APM. Not supported.	300 seconds	Positive integer	Do not change this value without consulting HPE Software Support.

**Section: General**

Parameter	Description	Default Value	Validation Type	Can be Changed?
TopazAgentHome	The file path to the BPM installation.	Not defined	String	No
EnableSamplePerTxMechanism	Determines whether individual transactions within a business transaction flow (BTF) should be grouped together as a single item.  <b>True</b> – Transactions within a BTF are reported together as a single item. Each transaction gets a BTF identifier per run occurrence.  <b>False</b> – Each transaction in a BTF is given a separate ID and is reported separately.	True	Boolean	Yes

## Parameters in sconn.cfg

The <BPM application directory>\config\sconn.cfg file, which controls the configuration options pertaining to the communication between BPM and the Gateway Server, contains the following parameters:

**Section: Site#**

Parameter	Description	Default Value	Can be Changed?
AuthUser	Determines the user name to be used for basic authentication, if required by APM.	"" (not defined)	The value can be changed in BPM Admin.
AuthPasswd	Determines the encrypted password to be used for basic authentication, if required by APM.	"" (not defined)	The value can be changed in BPM Admin.
UseNTLMAuth	Authorization type for the Gateway URL <ul style="list-style-type: none"> <li>• -1 – Not set</li> <li>• 0 – Basic</li> <li>• 1 - Ntlm</li> </ul>	-1	
SSLTruststorePath	Path on the file system to the truststore (contains server certificates that BPM mark as trusted).		
SSLTruststoreType	Truststore type	JKS	
SSLTruststorePasswd	Truststore password		
SSLKeystorePath	Path on the file system to the truststore		
SSLKeystoreType	Path on the file system to the keystore	JKS	
SSLKeystorePasswd	Keystore password		

Parameter	Description	Default Value	Can be Changed?
SSLPVK Passwd	Password for encrypted client certificate	"" (not defined)	The value can be changed in BPM Admin.
SSLValidateTrusted	Validate that server certificates are trusted	False	
SSLValidateCertExp	Validate that server certificates have not expired	False	
SSLValidateHostName	Validate hostname on server certificates	False	
ProxyUrl	Determines the proxy server URL to be used if you are connecting to APM using a proxy server.	"" (not defined)	The value can be changed in BPM Admin.
UseNTLMProxyAuth	Authorization type for the proxy server <ul style="list-style-type: none"> <li>• -1 – Not set</li> <li>• 0 – Basic</li> <li>• 1 - Ntlm</li> </ul>	-1	
ProxyName	Username for the proxy server	"" (not defined)	The value can be changed in BPM Admin
ProxyPasswd	Password for the proxy server	"" (not defined)	The value can be changed in BPM Admin.
ProxyDomain	Domain of the proxy server	"" (not defined)	The value can be changed in BPM Admin.

## Parameters in encryption.properties

The **<BPM application directory>/config/encryption.properties** file, which controls the configuration options pertaining to the encryption of all sensitive data in BPM, contains the following parameters:

**Note:** This file is read-only and you should not change any of the values.

Parameter	Description	Default Value	Can be Changed?
crypt.secret.key. active.id	Determines the value of the active key id.	1	Do not change this value without consulting HPE Software Support.
crypt.secret.key	Determines the encrypted secret key (encrypted by the <b>seed</b> key from the <b>seed.properties</b> file) to be used to encrypt/decrypt all sensitive data in APM. <b>Note:</b> The secret key is generated automatically.	"" (not defined)	The value is generated once for each installation or upgrade.
crypt.conf.active. .id	Determines the value of the configuration id.	1	Do not change this value without consulting HPE Software Support.
crypt.conf.1	Determines the value of the encryption algorithm to be used to encrypt/decrypt all sensitive data in APM.	AES/ECB/NoPadding	Do not change this value without consulting HPE Software Support.

Parameter	Description	Default Value	Can be Changed?
crypt.conf.2	Determines the value of the encryption algorithm to be used to encrypt/decrypt all sensitive data in APM.	DESede/ECB/PKCS5Padding	Do not change this value without consulting HPE Software Support.
crypt.generated.key.size	Determines the value of the generated key size to be used to generate new secret key.	256	Do not change this value without consulting HPE Software Support.
mac.verification.algorithm	Determines the value of the mac algorithm to be used to verify all encrypted data.	HmacSHA256	Do not change this value without consulting HPE Software Support.

## Parameters in seed.properties

The **<BPM application directory>/config/seed.properties** file, which controls the configuration options pertaining to the encryption of all sensitive data in BPM, contains the following parameters:

**Note:** This file is read-only and you should not change any of the values.

Parameter	Description	Default Value	Can be Changed?
crypt.seed.conf	Determines the value of the encryption algorithm to be used to generate a new seed secret key	AES/ECB/NoPadding	Do not change this value without consulting HPE Software Support.
crypt.seed.key	Determines the seed secret key to be used to encrypt/decrypt the <b>crypt.secret.key</b> in the <b>encryption.properties</b> file.	"" (not defined)	The value is generated once for each installation or upgrade.
crypt.generated.key.size	Determines the value of the generated seed key size to be used to generate a new seed secret key.	256	Do not change this value without consulting HPE Software Support.
mac.verification.algorithm	Determines the value of the mac algorithm to be used to verify an encrypted secret key.	HmacSHA256	Do not change this value without consulting HPE Software Support.

# Chapter 18: Configuring BPM to Run Over a Secure Connection

Transport Layer Security (TLS) technology secures communication by encrypting data and providing authentication. Without TLS encryption, packets of information travel over networks in full view.

## Learn About

["Restricting Access to BPM Admin" on page 179](#)

## Tasks

### How to Configure TLS Support for BPM with an APM Connection

You can configure BPM to support secure communication with the APM Gateway Server over a TLS channel by obtaining a certificate authority (CA) root certificate and establish trust:

1. Obtain the root CA certificate, and any intermediate authority certificates if applicable. If there are multiple certificate authorities, combine the certificates in a single file.

If you do not have a CA root certificate, you can usually export it from the browser by loading the URL of the APM Server to which you connect.

2. Run the following command to establish trust for each certificate:

#### Linux:

```
cd /opt/HP/BPM/JRE/bin
keytool -import -trustcacerts -alias <your server> -keystore <truststore path> -file <path to certificate>
```

#### Windows:

```
cd C:\HP\BPM\JRE\bin
keytool -import -trustcacerts -alias <your server> -keystore <truststore path> -file <path to certificate>
```

**Note:** The default truststore path is:

**<BPM installation directory>\HP\BPM\JRE\lib\security\cacerts**

If required, you can enter a new truststore path in BPM. When BPM starts, it will automatically identify certificates in the default truststore path, even if you have entered an additional truststore path in BPM configuration.

3. Make sure that you have containers in one of the following formats:

- **JKS** – this format is usually used by Java applications
- **PKCS12** – this format usually uses containers with a \*.pfx extension

If you need to convert a \*.pfx file to JKS format, run the following command:

**Windows:**

```
cd C:\HP\BPM\JRE\bin
keytool -importkeystore -srckeystore <location>certif.pfx -destkeystore <location>\file.jks -
srcstoretype pkcs12
```

**Linux:**

```
cd /opt/HP/BPM/JRE/bin
keytool -importkeystore -srckeystore <location>certif.pfx -destkeystore location>/file.jks -
srcstoretype pkcs12
```

4. In BPM, in the Security Settings window, enter the following information:

- **Truststore path** – the path to the truststore container
- **Truststore type** – the container type (JKS or PKCS12)
- **Truststore password** – the password for the truststore container

5. We recommend selecting the following check boxes in the Security Settings window:

- **Validate host names on server certificate**
- **Validate that the server certificates are trusted**
- **Validate that the server certificates are not expired**

6. If the APM connection requires a client certificate, in the Security Settings window, enter the following information:

- **Keystore path** – the path to the keystore container
- **Keystore type** – the container type (JKS or PKCS12)
- **Keystore password** – the password to keystore container
- **SSL private key password** – the password for the encrypted private key

## How to Configure SSL Support for BPM Admin

When you connect to BPM Admin from a remote machine using a browser, information is sent using http, which is plain text and not secure. You can configure BPM Admin to work with TLS so that all communication between the remote browser and BPM Admin is encrypted.

1. Run the following command to establish trust for your corporate Certificate Authority that you will use to sign the Server Certificate in the following steps.

**Linux:**

```
cd /opt/HP/BPM/JRE/bin
keytool -import -trustcacerts -alias <your server> -keystore <truststore path> -file <path to certificate>
```

**Windows:**

```
cd C:\HP\BPM\JRE\bin
keytool -import -trustcacerts -alias <your server> -keystore <truststore path> -file <path to certificate>
```

**Note:** The default truststore path is:

**<BPM installation directory>\HP\BPM\JRE\lib\security\cacerts**

If required, you can enter a new truststore path in BPM. When BPM starts, it will automatically identify certificates in the default truststore path, even if you have entered an additional truststore path in BPM configuration.

2. Make sure that you have containers in one of the following formats:
  - **JKS** – this format is usually used by Java applications
  - **PKCS12** – this format usually uses containers with a \*.pfx extension

If you need to convert a \*.pfx file to JKS format, run the following command:

**Windows:**

```
cd C:\HP\BPM\JRE\bin
keytool -importkeystore -srckeystore <location>certif.pfx -destkeystore <location>\file.jks -srcstoretype pkcs12
```

**Linux:**

```
cd /opt/HP/BPM/JRE/bin
keytool -importkeystore -srckeystore <location>certif.pfx -destkeystore <location>/file.jks -srcstoretype pkcs12
```

3. Use one of the following options to obtain a server certificate:

**Note:** The server certificate must include an **Enhanced Key Usage** field with the value **Server Authentication**.

**Option 1:** Obtain the server certificate from your corporate Certificate Authority in **.pfx (PKCS12)** format and skip to "[Modify the server.xml:](#)" on page 176.

**Option 2:** Create a java keystore with the server certificate as follows (replace the string `changeit` below with your password):

- a. Generate a keystore with a private key:

**Windows:**

```
cd C:\HP\BPM\JRE\bin
keytool -genkeypair -validity 1065 -keysize 2048 -keyalg rsa -keystore <BPM installation
directory>\JRE\lib\security\cacerts -storepass changeit -alias myserver.mydomain
```

**Linux:**

```
cd /opt/HP/BPM/JRE/bin
keytool -genkeypair -validity 1065 -keysize 2048 -keyalg rsa -keystore
/opt/HP/BPM/JRE/lib/security/cacerts -storepass changeit -alias myserver.mydomain
```

where validity (in days) and keysize depend on your certificate authority requirements.

- b. Generate a server certificate request to have it signed by your internal certificate authority

```
keytool -keystore mykeystore -storepass changeit -alias myserver.mydomain -certreq -file
CERTREQFILE.csr
```

- c. Download the signed server certificate **cert\_signed.cer** from your certificate authority.
- d. Obtain the root authority certificate **CA.crt** (and any intermediate authority certificates if applicable).
- e. Import the root certificate authority certificate (and any intermediate authority certificates if applicable) into the keystore created earlier in this procedure.

```
keytool -import -trustcacerts -keystore mykeystore -storepass changeit -alias myRootCA -
file CA.crt
```

- f. Import the signed certificate into the same keystore under the original alias using the following command:

**Windows:**

```
keytool -import -v -alias myserver.mydomain -file cert_signed.cer -keystore <BPM
installation directory>\JRE\lib\security\cacerts -keypass changeit -storepass changeit
```

**Linux:**

```
keytool -import -v -alias myserver.mydomain -file cert_signed.cer -keystore
/opt/HP/BPM/JRE/lib/security/cacerts -keypass changeit -storepass changeit
```

- g. Verify that the keystore contains at least two entries: **Trusted Cert Entry** and **Private Key Entry**:

**Windows:**

```
keytool -list -keystore <BPM installation directory>\JRE\lib\security\cacerts
```

**Linux:**

```
keytool -list -keystore /opt/HP/BPM/JRE/lib/security/cacerts
```

4. Modify the server.xml:

- a. Open the **<BPM installation directory>\ServletContainer\conf\server.xml** file in a text editor.
- b. Uncomment the section with Connector port="8443":

```
<!--  
  <Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true" server="Powered by HP"  
    maxThreads="150" scheme="https" secure="true"  
    clientAuth="false" sslEnabledProtocols="TLSv1,TLSv1.1,TLSv1.2"  
    ciphers="TLS_RSA_WITH_AES_128_CBC_SHA, TLS_DHE_RSA_WITH_AES_128_CBC_SHA,  
    TLS_DHE_DSS_WITH_AES_128_CBC_SHA"/>  
-->
```

**Note:**

- o **ciphers** values can be adjusted according to your needs.
- o The list of ciphers must be coordinated with the Security team.
- o Disable all weak algorithms in the BPMs. For details, see ["How to Disable Weak Algorithms" on page 179](#).

- c. Add information about your keystore (location, password, type). If your server certificate is in PKCS12 format, the keystore type should be **"PKCS12"**, otherwise, it should be **"JKS"**. For example:

**JKS:**

```
keystoreFile="<location>mykeystore" keystoreType="JKS"  
keystorePass="myprivatekeypassword"
```

**PKCS12:**

```
keystoreFile="<location>mykeystore" keystoreType="PKCS12"  
keystorePass="myprivatekeypassword"
```

- d. Save your changes.
5. Restart BPM.
  6. Verify that you can open the BPM Admin console using the secure connection:  
  
`https://<BPM server FQDN>:8443`
  7. When you have succeeded in connecting securely, close the unsecure port in the server.xml by commenting out the section with Connector port="2696".
  8. Restart BPM.
  9. In EUM Administration in APM, modify the **BPM console URL** to use the secure connection. For



details, see "Edit Business Process Monitor Properties Dialog Box" in the APM Application Administration Guide.

If you are unable to access the BPM Admin console via SSL, see ["Unable to access the BPM Admin console using SSL" on page 179](#).

## How to Configure Authentication for BPM Admin

Authentication settings (user, domain/group, password) define the web users permitted to access BPM Admin using basic authentication.

This can be set during installation in the Server Authentication page of the BPM Configuration wizard, or set manually using the procedures below.

### Caution:

- If authentication is not set, all users will be able to access the Admin interface in BPM without secure authentication.
- We recommend using SHA-512 which is stronger than the default algorithm. SHA-512 authentication cannot be set during the wizard and must be configured manually. For details, see the note at the end of the procedures below.

**Note:** If you configure basic authentication for the BPM Admin console, you cannot use the following utilities in the EUM application in APM:

- BPM Page Component Breakdown on Demand
- BPM WebTrace on Demand
- BPM Transaction Invocation

### To manually set basic authentication after installation:

1. Stop BPM and make sure that all processes are stopped.
2. Open the following file in a text editor:  
**<BPM installation directory>\ServletContainer\conf\web.xml**
3. Uncomment the section **Security Constraint and Login Configuration** and save the file.

**Note:** The web.xml file should not contain additional <security-constraint> tags.

4. Open the following file in a text editor:  
**<BPM installation directory>\ServletContainer\conf\tomcat-users.xml**
5. Add the list of allowed users for BPM. All users must be assigned **roles="bpm\_admin"**.

To store passwords in a secure manner, encrypt the password prior to setting it in the **tomcat-users.xml** using the following procedure:

- a. Edit the REALM in the **<BPM installation directory>\ServletContainer\conf\server.xml** and if it is not already set, add the attribute **digest="sha"**.
- b. Execute the following command to generate the HASH of the password:

```
<BPM installation directory>\ServletContainer\bin\digest.bat -a sha password
```

**Note:**

- o If you receive notification that the CATALINA\_HOME environment variable is not defined correctly, set **CATALINA\_HOME=<BPM installation directory>/ServletContainer**
- o If you receive notification about an undefined Java environment, set **JRE\_HOME=<BPM installation directory>/JRE**

- c. Set the password in **tomcat-users.xml**.

For example, the line:

```
<user username="user1" password="encrypted_password" roles="bpm_admin" />
```

adds a user called "user1" with a password of "password" to the users who are allowed to access BPM Admin.

**Note:** We recommend using a strong password with at least eight characters including both capital and lower case letters and numbers or special characters.

- d. If there are other users defined in **tomcat-users.xml**, repeat steps b and c for each user's password.
6. Save the file and Restart BPM.

**Note:** There is an option to use a stronger algorithm to store passwords using SHA-512:

- In step 5 above, replace steps a and b with the following:
  - a. Edit the REALM in the **<BPM installation directory>\ServletContainer\conf\server.xml** and if it is not already set, add the attribute **digest="sha-512"**
  - b. Execute the following command to generate the HASH of the password:

```
<BPM installation directory>\ServletContainer\bin\digest.bat -a sha-512 password
```

## How to Convert Existing SSL Scripts to TLS

1. Download all scripts and add the following command:  
**web\_set\_sockets\_option("SSL\_VERSION","{SecureProtocolType}");**
2. For each script with a default value of **TLS**, define a new file type parameter named **SecureProtocolType**.
3. Upload the scripts to APM.

In the future, if you move to a different security type, you can search and replace the parameter name **SecureProtocolType** with a different security value, and replace the **TLS** parameter value with the required value.

## How to Disable Weak Algorithms

There is a potential security issue when using old or outdated cipher suites. Outdated cipher suites may allow attackers to gain access or successfully tamper with data while in transit. For detailed information, see <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2015-4000>

To resolve this issue, disable the algorithms MD5, SSLv3, DSA, DES, DHE, and RC4.

1. Open the file **java.security** (by default located in the directory C:\HP\BPM\JRE\lib\security\)
2. Add the following parameter to the end of the file:

```
jdk.tls.disabledAlgorithms=MD5, SSLv3, DSA, DES, DHE, RC4
```

## UI Description

See "[Security Settings Page](#)" on page 54.

## Troubleshooting/Limitations

### Unable to access the BPM Admin console using SSL

If it is still impossible to access the BPM Admin console after configuring SSL, check the following files:

- **Linux:** /opt/HP/BPM/workspace/logs/bpm\_bsm\_comm.log
- **Windows:** Check the latest **catalina.<current date>.log** file located in C:\ProgramData\HP\BPM\Tomcat\logs

### BPM cannot create a connection to APM


If a signed server certificate has expired or has been changed, BPM may not be able to create a connection to APM.

**Solution:** Import a new server certificate and restart BPM.

## Restricting Access to BPM Admin

You can configure secured access for BPM Admin, thereby controlling who can access the BPM Admin user interface.

When secured access is activated, access to BPM Admin is limited to:

- Local users (that is, those users who connect to BPM Admin on the actual BPM machine using the URL `http://localhost:2696`).
- Users who access a BPM Admin from APM (select **Admin > End User Management > Settings > BPM Agents**, select a BPM and click the **Open a Business Process Monitor Agent's Console**  button) sending the configured authentication.

Any other attempt to access BPM Admin fails.

When you access BPM Admin from APM, a secured token is included in the URL sent by APM, which is decrypted and validated by BPM. Only successful validation of the token enables access to BPM Admin.

The secured access mechanism uses HP LW-SSO to generate and validate the secured token that is passed between APM and BPM. For details on working with LW-SSO, refer to the APM Platform Administration Guide.

## Task

### How to Configure BPM for Secure Access

1. Log into APM.
2. In a browser on the APM Gateway Server, enter the URL of the JMX console:  
**`http://localhost:29000/`**
3. Enter your JMX console authentication credentials.
4. Under the domain name **Topaz**, click **service=LW-SSO Configuration**.
5. Locate the **initString** attribute and copy the value in the **New Value** column.
6. On the BPM machine, paste the copied value in the **initString** parameter in the following file:  
**`<BPM installation directory>\ServletContainer\webapps\ROOT\WEB-INF\classes\lwssofmconf.xml`**

For example:

```
<lwsssoValidation id="ID000001">
  <domain></domain>
  <crypto cipherType="symmetricBlockCipher" directKeyEncoded="false"
    directKeyEncoding="Hex" encodingMode="Base64Url" engineName="AES"
    initString="<value copied from JMX Console>" keySize="256"
    paddingModeName="CBC"/>
</lwsssoValidation>
```

7. On the BPM machine, edit the **`<BPM application directory>\config\topaz_agent_ctrl.cfg`** file and in the **General** section, change the setting for the **SecureAccess** parameter to **1**.

**Note:** If this parameter does not exist, add it to the file.

# Troubleshooting/Limitations

## Limitations

- You can only implement one type of authentication. You can not use both LW-SSO and regular BPM authentication.
- Secured access is only applicable to BPM versions 9.22 and later, and APM versions 9.21 and later.
- APM sends the secured token to all BPM 9.22 or later installations, regardless of whether the BPM is configured for secured access. For BPM installations earlier than version 9.22, APM sends the regular URL without a secured token.
- The request generated by the APM is valid for only one minute.
- If BPM Admin is open in a browser tab, after having been securely accessed, access to the same BPM in other browser tabs is also possible as the session has already been validated.
- A BPM can only be configured for secure access with one APM system, but a APM system can securely access multiple BPMs.
- The APM URL configured for the APM site in BPM (topaz\_agent\_ctrl.cfg file > specific site section > SiteUrl parameter) must be exactly the same (without port numbers) as the APM URL that is sent by APM for secured access with BPM.

# Chapter 19: Advanced Configuration Options

This chapter includes:

- ["How to Change the Default Port" below](#)
- ["How to Run Tomcat as a Specific User" on the next page](#)
- ["How to Disable the Close Application Mechanism" on page 184](#)
- ["How to Enable Access to Windows Mapped Network Resources Within a Script" on page 184](#)
- ["How to Change the QTP/UFT User" on page 184](#)

## How to Change the Default Port

By default, BPM Admin uses port 2696 on the host machine. If required, you can change the port. Use the new port value in the URL when accessing BPM Admin from a browser window.

**To change the default port:**

**On Windows:**

1. Select **Start > Programs > HP Business Process Monitor**, then right-click the **Business Process Monitor Admin** link. Select **Properties** from the displayed menu to open the BPM Admin Properties dialog box.
2. If the Business Process Monitor Admin Properties dialog box contains a **Web Document** tab, open the tab and change the port in the **URL** box to the new port value, then click **Apply**. Skip to [Step 12](#).  
If the Business Process Monitor Admin Properties dialog box does not contain a Web Document tab, continue with the next step.
3. Open the **General** tab and find the **Location** field. Open a Windows Explorer window and browse to the path that appears in the **Location** field (for example, C:\Documents and Settings\All Users\Start Menu\Programs\HP Business Process Monitor).
4. Delete the BPM Admin shortcut from the folder.
5. Select **File > New > Shortcut**. The first page of the Create Shortcut Wizard is displayed.
6. In the **Type the location of the item** box, enter the BPM Admin URL using the new port number:  
`http://localhost:<new port value>/.`
7. Click **Next**.
8. In the **Type a name for this shortcut** box, enter Business Process Monitor Admin.
9. Click **Finish**.
10. Check that a new Internet shortcut has been created in the folder.

11. Select **Start > Programs > HP Business Process Monitor**, right-click the **Business Process Monitor Admin** link, and select **Properties**. In the displayed Business Process Monitor Admin Properties dialog box, access the **Web Document** tab and check that the new port value is now displayed in the **URL** box.
12. Restart BPM.

#### On Linux:

1. Stop BPM and make sure that all processes are stopped.
2. Open **<BPM root directory>\ServletContainer\conf\server.xml** in a text editor.
3. Look for the XML element **Connector** with an attribute scheme set to **http** or **https**. Change the attribute port to the required port value, and save the file.
4. Restart BPM.

### How to Run Tomcat as a Specific User

BPM Admin uses Tomcat (Catalina) as its web server. To improve security, we recommend not running Tomcat:

- As a system user
- As a user with administrator/root permissions


By default, Tomcat runs under the same user to which BPM is configured—the system user (default setting). You can configure Tomcat to run as a specific user as follows:

#### Configuring Tomcat to Run as a Specific User During Installation

When installing BPM, in the **Configuration Wizard > Run as User** page, select the **Run as specific user** option and enter the relevant credentials.

#### Configuring Tomcat to Run as a Specific User After Installation

If BPM is already installed and has been configured to run as the system user (default setting):

1. Access the Set User Credentials on Agent dialog box using one of the following in the BPM web console:
  - Select the host in the BPM tree and then click the **Set User Credentials**  button.
  - Right-click the host in the BPM Tree to display a Shortcut menu and select **Set User Credentials**.
2. In the Set User Credentials on Agent dialog box:
  - Select the **Other user** option and enter the relevant credentials.
  - Save the changes and restart BPM.
    - **Windows:** Click the **Set and Restart BPM** button.
    - **Linux:** Click the **Set** button and then manually restart BPM.

## How to Disable the Close Application Mechanism

The mechanism to automatically close the application being tested when running QTP/UFT scripts (described in "QuickTest Professional (QTP) and Unified Functional Testing (UFT) Scripts" in ["Requirements and Limitations for Running Tasks" on page 19](#)) is enabled by default for scripts run on BPM.

If required, you can disable the mechanism for a specific script.

### To disable the mechanism:

1. Browse to the script folder and open the **default.cfg** file in a text editor.
2. In the **General** section, add the following:

```
DisableEndProcessesOnFail=1
```

**Note:** To re-enable the mechanism, delete the statement.

3. Save the file. The mechanism no longer closes an application being tested if the QTP/UFT script fails before it runs the last step (which closes the application).

## How to Enable Access to Windows Mapped Network Resources Within a Script

1. Open the **wrapper.conf** file (located under **<BPM installation directory>/yajsw/conf**).
2. Uncomment the following line by removing the # symbol:  
`#wrapper.app.pre.script=scripts/mapNetworkDrive.gv`
3. Open the **mapNetworkDrive.gv** script file (located under **<BPM installation directory>/yajsw/scripts**).
4. Update the drive mapping command.

### Examples:

- 'net use k: \\myserver\\\$c'.execute().text
- 'net use J: \\myserver\\c\$/USER:username password /PERSISTENT:no'.execute().text
- 'net use J: \\myserver\\ /USER:username password /PERSISTENT:no'.execute().text

**Note:** Currently, you are unable to use mapped network resources on Linux.

## How to Change the QTP/UFT User

If you have enabled BPM integration with QTP/UFT and want to change the user name that runs tests:

1. Stop BPM.
2. Go to the **<BPM application directory>\config\agent1.cfg** file and change the following parameters accordingly:



- **QtpUserName**
  - **QtpDomainName**
3. Start BPM.

# Chapter 20: Strong Password Encryption for VuGen Scripts

In Business Process Monitor 9.30, an AES (256-Bit) encryption algorithm enables you to use passwords with strong encryption.

## Learn About

This feature enables you to use passwords with strong encryption using the AES (256-Bit) encryption algorithm.

This approach uses key pairs. You can generate a list of key pairs that can be used in BPM and VuGen. Both keys are needed for encryption and decryption and they have to be installed on each BPM and VuGen machine.

These passwords can be used to create secure VuGen scripts. Each BPM/Vugen combination have a separate key pair.

### Required Files

The utilities used for encrypting passwords and running the scripts that use them are located in the following directories:

- **BPM** (for running scripts that use encrypted passwords) - **<LoadGeneratorHome>\bin**  
Where the <LoadGeneratorHome> directory lies in the following path:  
<BPM installation directory> \..\LoadGenerator\bin.
- **VuGen** (for creating and testing scripts that use encrypted passwords) - **<VuGen installation directory>\bin**

The following utilities are used:

- **aes\_crypt\_tool\_gui.exe** - UI application that enables you to:
  - Encrypt plain text passwords
  - Re-encrypt existing passwords
  - Decrypt AES passwords
- **aes\_crypt\_tool\_cmd.exe** - Command line utility that enables you to:

- Generate encryption keys for each machine
- Encrypt passwords
- Decrypt encrypted passwords
- Re-encrypt old encrypted passwords
- Convert AES encrypted passwords to old encrypted passwords
- **aes\_crypt.dll** - A dll that enables BPM and VuGen scripts to use newly encrypted passwords.
- **Other dlls** - The following other dlls are required for aes\_crypt\_tool\_cmd.exe and aes\_crypt\_tool\_gui.exe:
  - CrtInitiator.dll
  - CrtLoader\_VS6.dll
  - CrtLoader\_VS8\_0\_50727\_1433.dll
  - CrtLoader\_VS9\_0\_21022\_8.dll
  - mosifs32.dll
  - thrdutil.dll

You can copy these files to other BPM and VuGen machines as necessary.

The following diagram summarizes the process of implementing password encryption:



## Tasks

### How to Generate and Deploy Encryption Keys

To generate and deploy encryption keys:

1. On a BPM or VuGen machines, open a command prompt and navigate to the <LGSA or VuGen installation directory>\bin folder.
2. Run the following command:

**aes\_crypt\_tool\_cmd.exe 1 <number of BPM and VuGen machines>**

For example, if you need keys for 20 machines the command is: `aes_crypt_tool_cmd.exe 1 20`

3. The **EncryptionKeysFile.txt** file is created in the same directory. The file contains a row with 2 keys for each machine, separated by commas. The first key is the VuGen key and the second is the machine key.
4. On each machine, in the <LGSA or VuGen installation directory>\config directories, create the following sub folders:
  - VugenConf
  - MachineConf

**Note:**

The default path for configuration files on BPM is:

**c:\HP\LoadGenerator\config\**

The default path for configuration files on VuGen is:

**c:\Program Files (x86)\HP\Virtual User Generator\config\**

5. On each of the machines, in the **VugenConf** folder created in the previous step, create a file named **VugenInitConf.txt** that contains the key generated in the VuGen Key column of **EncryptionKeysFile.txt**.
6. On each of the machines, in the **MachineConf** folder created in step 4, create a file named **MachineInitConf.txt** that contains the corresponding key generated in the Machine Key column of **EncryptionKeysFile.txt**.

## How to Use aes\_crypt\_tool\_cmd.exe

Once you have generated and deployed the encryption keys, you can start encrypting and decrypting passwords and using them in scripts.

The `aes_crypt_tool_cmd.exe`, located in the <VuGen or LGSA installation directory>\bin folder, enables you to:

- Generate encryption keys as described above.
- Encrypt passwords (command option 2). For example, to encrypt the password MyPass:  
`aes_crypt_tool_cmd.exe 2 MyPass`
- Decrypt passwords (command option 3). For example, to decrypt the encrypted password 02bacc3b17ea2b501643450f310e4906:  
`aes_crypt_tool_cmd.exe 3 02bacc3b17ea2b501643450f310e4906`
- Re-encrypt old encrypted passwords (command option 4). For example, to re-encrypt the old encrypted password 5562f10c524e2c6c:  
`aes_crypt_tool_cmd.exe 4 5562f10c524e2c6c`

- Convert AES encrypted passwords to old encrypted passwords (command option 5). For example, to convert the AES encrypted password 02bacc3b17ea2b501643450f310e4906:

```
aes_crypt_tool_cmd.exe 5 02bacc3b17ea2b501643450f310e4906
```

## How to Use the aes\_crypt\_tool\_gui.exe GUI Tool

This tool has a graphic user interface and enables you to:

- Encrypt passwords. When you enter a password and click **Encrypt Plain Text and Copy**, the password is encrypted and copied to the clipboard.
- Encrypt old passwords (passwords that are already encrypted by the old encryption in VuGen). When you enter the old password and click **Encrypt Old Password and Copy**, the password is encrypted and copied to the clipboard.
- Decrypt passwords. When you enter the encrypted password and click **Decrypt Password and Copy**, the password is decrypted and copied to the clipboard.

## How to Use Encrypted Passwords in Scripts

1. Declare the encryption/decryption functions you want to use in the script. The declaration must be done before the start of **vuser\_init()** or **Action()** functions. The declaration is necessary as LoadRunner requires a declaration for every external function that returns a value other than **int**. The following example shows the declaration of both the available functions:

```
extern char * convertAESPAss20ld (char *, int);  
extern char * decryptAES(char *, int);
```

2. Before using the functions you must load the dll that handles the encryption or decryption (aes\_crypt.dll). This dll is located in the \bin directory on the BPM and VuGen machines.

To load the dll, use the the **vuser\_init()** or **Action()** functions.

### Example

```
lr_load_dll("aes_crypt.dll");
```

3. You can now call the functions:

- **convertAESPAss20ld("<The AES encrypted password>", -1)**

This function gets the AES encrypted password as a parameter and converts it to an old encrypted password.

Use this function when the script requires a password encrypted in the old way as a parameter.

### Example

```
convertAESPAss20ld("02bacc3b17ea2b501643450f310e4906", -1) ;
```

- **decryptAES("<The AES encrypted password>", -1)**

This function gets the AES encrypted password as a parameter and converts it to plain (unencrypted)

text.

Use this function when the script requires a password in plain text as a parameter.

#### Example

```
decryptAES ("ab855cd354", -1) ;
```

**Note:** The following functions are equal:

```
lr_decrypt(convertAESPAss20ld("02bacc3b17ea2b501643450f310e4906", -1))  
decryptAES ("02bacc3b17ea2b501643450f310e4906", -1)
```

#### Example 1 - Script Using Two Functions

The following is an example of the Action section of a script in which the two functions are used:

```
extern char *convertAESPAss20ld(char *, int);  
extern char *decryptAES(char *, int);  
  
Action()  
{  
    lr_load_dll("aes_crypt.dll ");  
    lr_message("New 2 Old Pass ='%s'", convertAESPAss20ld  
("96862f667ed76e1cd0a7d30fd1124efa", -1));  
    lr_message("decrypt New Pass to plain text='%s'", decryptAES  
("96862f667ed76e1cd0a7d30fd1124efa", -1));  
    return 0;  
}
```

#### Example 2 - Script Using Parameters

The following is an example of the Action section of a script in which one of the functions uses parameters:

```
extern char *convertAESPAss20ld(char *, int);  
  
Action()  
{  
    lr_load_dll("aes_crypt.dll ");  
    lr_save_string(convertAESPAss20ld("d0a7d30fd1124efa ", -1), "prmPassword");  
  
    web_edit_field("PASSWORD",  
        "Snapshot=t2.inf",  
        DESCRIPTION,  
        "Type=password",  
        "Name=PASSWORD",  
        ACTION,  
        "SetEncryptedValue={prmPassword}");  
}
```

```
    LAST);  
    return 0;
```

## How to Enter Passwords not Using Functions

In some cases, you may need to enter passwords in a script, but cannot use functions.

- The following is an example of a script that cannot use functions and requires a plain text password:

```
web_edit_field("PASSWORD",  
    "Snapshot=t2.inf",  
    DESCRIPTION,  
    "Type=password",  
    "Name=PASSWORD",  
    ACTION,  
    "SetValue=myPlainTextPassword",  
    LAST);
```

Use the following command to store the password in a parameter:

```
lr_save_string(decryptAES("ab855cd354", -1), "prmPassword");
```

Then use the parameter in the script

```
web_edit_field("PASSWORD",  
    "Snapshot=t2.inf",  
    DESCRIPTION,  
    "Type=password",  
    "Name=PASSWORD",  
    ACTION,  
    "SetValue={prmPassword}",  
    LAST);
```

- The following is an example of a script that cannot use functions and requires a password that uses the old VuGen encryption:

```
web_edit_field("PASSWORD",  
    "Snapshot=t2.inf",  
    DESCRIPTION,  
    "Type=password",  
    "Name=PASSWORD",  
    ACTION,  
    " SetEncryptedValue=myEncryptedPassword",  
    LAST);
```

Use the following command to convert the password to the required encryption and store it in a parameter:

```
lr_save_string(convertAESPAss201d ("ab855cd354", -1), "prmPassword");
```

Then use the parameter in the script:

```
web_edit_field("PASSWORD",  
    "Snapshot=t2.inf",
```

```
DESCRIPTION,  
"Type=password",  
"Name=PASSWORD",  
ACTION,  
" SetEncryptedValue={prmPassword}",  
LAST);
```

## How to use Java-based protocols

Java-based protocols can use AES encryption password if they load aes\_crypt.dll.

The following is an example of protocols Java VUser:

**Note:** Note that this example uses jna. You have to download jna.jar and add it as Extra Files into the script.

File Actions:

```
import lrapi.lr;  
import com.sun.jna.Library;  
import com.sun.jna.Native;  
import com.sun.jna.NativeLong;  
import com.sun.jna.Platform;  
public class Actions  
{  
    // Import dll  
    public interface aes_crypt extends Library {  
        aes_crypt INSTANCE = (aes_crypt) Native.loadLibrary("aes_crypt", aes_  
crypt.class);  
        String convertAESPAss20ld(String aesEncryptedPassword, int  
customerId);//extern char * convertAESPAss20ld (char *, int);  
        String decryptAES(String aesEncryptedPassword, int customerId);//extern char  
* decryptAES(char *, int);  
    }  
  
    public int init() throws Throwable {  
        return 0;  
    }//end of init  
  
    public int action() throws Throwable {  
        lr.start_transaction("01. Load aes_crypt.dll");  
        aes_crypt aes = aes_crypt.INSTANCE;  
        lr.end_transaction("01. Load aes_crypt.dll", lr.AUTO);  
  
        lr.start_transaction("02. Decrypt AES256 password");  
        // customerId and AES256Password are script's parameters.  
        int id = lr.eval_int("{customerId}");  
        String aes256Password = lr.eval_string("{AES256Password}");  
        lr.output_message("The decrypted AES256 password: + aes.decryptAES  
(aes256Password, id));
```



```
        return 0;
    }//end of action

    public int end() throws Throwable {
        return 0;
    }//end of end
}
```

## Limitations

- This approach can be used only for BPMs that are installed on Windows.
- You cannot use the AES encryption password for TruClient protocols.
- You cannot generate additional key pairs to encrypt or decrypt existing passwords.

If you need to encrypt or decrypt existing password, use one of the following workarounds:

- Generate a new list with key pairs and update encrypted password in your script and update keys one each BPM and VuGen machine.
- Use an existing key pair on several BPM or VuGen machines.

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