



Hewlett Packard
Enterprise

HP Business Process Monitor

Software Version: 9.30

BPM Real Device Monitoring

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BPM Real Device Monitoring

This document describes BPM Real Device Monitoring.

What is BPM Real Device Monitoring?

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

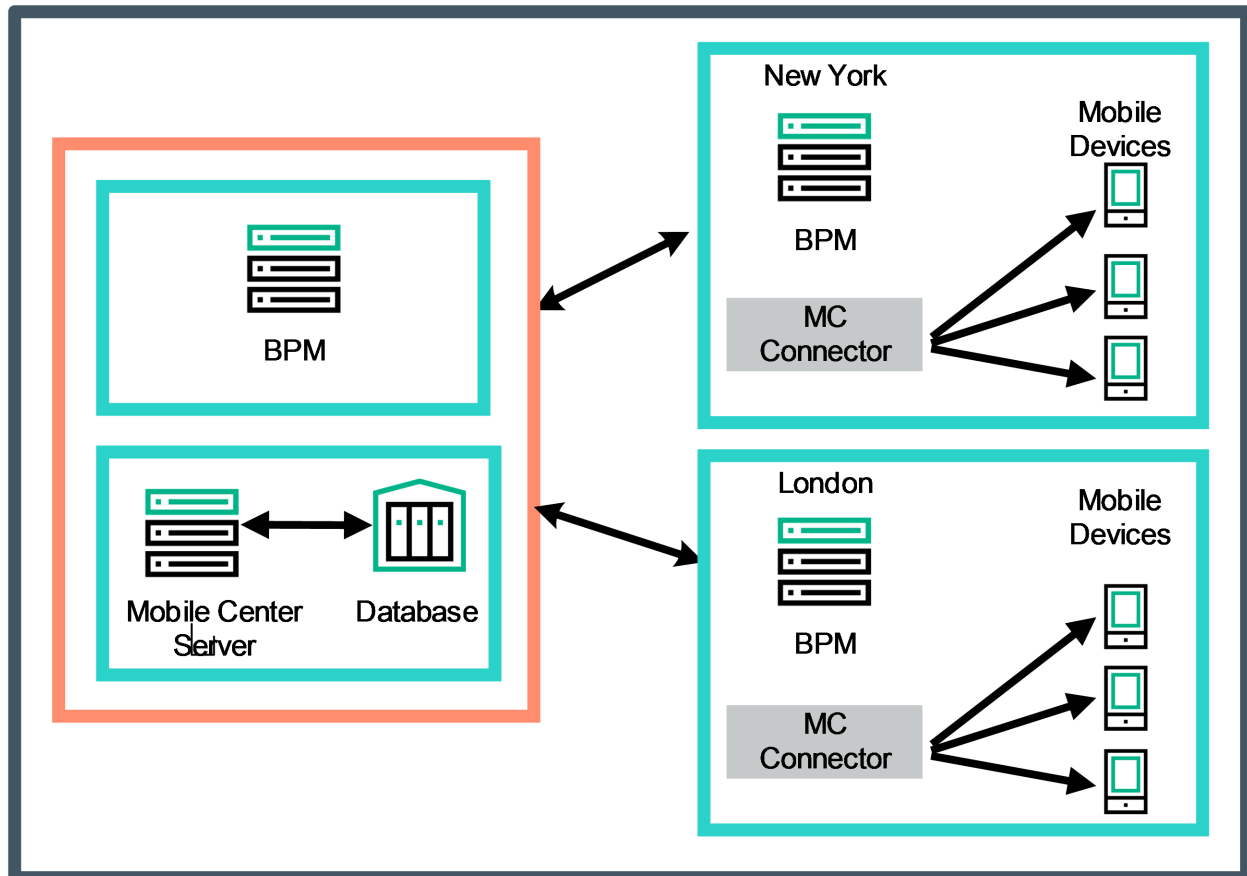
BPM Real Device Monitoring enables you to record applications on real mobile devices, play the recording from BPM, and report the measurements to BPM.

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

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
```

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Feedback on BPM Real Device Monitoring (Business Process Monitor 9.30)

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