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APM Technical FAQs

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Chapter 1: Target Audience

This document is intended for users of the HPE Application Performance Management (APM) 9.30 Software.

Positioning

	OpsBridge	APM	OpsA
Persona	Tier 1 and 2, IT executives, Service monitoring, Central IT Tools teams, System Performance Specialists	App Support, App Owner, App executive, Service monitoring	IT SME, Director of Ops, Director of LOB IT
Value prop	Sense / Analyze / Adapt Single pane of glass across the IT landscape (network, system, storage, apps ...)	VIP (Visualize, Isolate, Predict) Single pane of glass for app (BSM products)	PPP (Prepare, Predict, Pinpoint)
Key use case	Service assurance, Central event management, Automatic remediation, X-domain correlation, Visualization of Service Health and Business Impact, X-Domain Reporting	Application assurance (availability monitoring), Application performance improvement	Root Cause Analysis (RCA) of unknown problems, predictive operations, Correlate IT and non-IT data

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Chapter 2: Application Performance Management - General

1. What is UXT?

User Experience Transformation(UXT) is the new branding name for AppPulse products. It is the suite of APM+AppPulse integrated.

Note: UXT may only be an internal name.

2. Is full multitenancy supported? What about SaaS?

Our Software as a Service (SaaS) offering is based on AppPulse. We will focus on integration with AppPulse in the near future.

3. As this is APM 9.30, are you plan to move the entire APM solution to OpsB 10.xx in the near future?

No. APM will be the domain for application monitoring. OpsB is for events/Manager of Managers (MoM). APM data collectors will only send metrics to APM.

4. Are custom reports or similar functionality still available in APM 9.30? If yes, do they use the new UI?

All legacy UI (applets) still exist and are available. Application Health (with all its new reports) will continue to evolve in future versions.

5. If no events go to APM, how do I change KPI based events? Do only system, performance, and availability KPIs go to APM?

APM KPIs are metrics based as they were in BSM 9.x, BAC 8, and earlier versions. These APM KPI are the same KPIs but are based on metrics instead of events.

6. Is Business Value Dashboard (BVD) integration supported in APM?

You will be able to graph APM data using Performance Dashboard (PD) in OMi 10.X and export it to BVD in a future release.

7. Does APM 9.30 allow using more than one Reverse Proxy?

Using more than one Reverse Proxy will be supported in APM 9.30 IP1.

8. Did APM drop Operations Agent from Data Processing Server/Gateway/SiteScope/Diagnostics?

Yes, Operations Agent was dropped from APM. SiteScope and Diagnostics need the Operations Agent if you integrate them with OMi.

9. Does APM still maintain the Profile database?

Yes.

10. APM still maintains the Profile database, but there are no more OMi 9.x event consoles. Is that correct?

Yes.

11. How is the Watch List sorted?

The applications are filtered by severity (the color icons in the top right). You can sort the applications in the Watch List manually or use the menu item that provides several sorting methods (severity, worse KPI).

12. How many applications were performance stress tested? What is the capacity information?

In R&D stress tests, the dashboard worked with ~300-500 applications

13. If the dashboard works with ~300-500 applications and I have more than 500 applications, is it possible to split the applications among different dashboards?

The dashboard has a view concept on the user interface level, so you can split your applications into views.

14. Can I export data from reports to email, CSV, or PDF?

You can access reports data using OpenAPI.

15. Is there any improvement in high availability such as what is implemented in OMi?

No. Not in this release.

16. Is the APM user interface Common Access Card (CAC) or PKI enabled?

CAC and PKI are still supported.

17. Is Service Health Analyzer (SHA) supported?

SHA is supported

18. Are Diagnostics integrations still available? in HTML 5?

Diagnostics is supported through the legacy user interface. The plan is to migrate Diagnostics customers to AppPulse Trace.

Chapter 3: Platform

1. **Will Microsoft Edge Browser (Windows 10) be supported for VuGen recording?**

For the HTTP/Web protocol we do support Microsoft Edge Browser. VuGen supports Microsoft Edge Browser (run on Windows 10) to record Web protocols. However, by default, loopback calls are disabled in Windows 10. As a result, Microsoft Edge Browser is unable to access intranet sites through a proxy server. Therefore, VuGen fails to record intranet applications using Microsoft Edge Browser.

2. **Does the client browser support Microsoft Edge Browser (Windows 10)?**

No, because Microsoft Edge Browser does not support Java applets.

3. **Does APM 9.30 support databases other than MSSQL and Oracle?**

No. APM 9.30 only supports MSSQL and Oracle.

4. **Is the APM database moving to Vertica?**

There are no specific plans to move the APM database to Vertica. Vertica is one of the options that we are currently evaluating.

Chapter 4: Integrating with Operations Management i

1. **Does Operations Management i (Event Browser) still exist?**

Operations Management i (OMi) was removed from APM as an internal component. However, HPE still supports APM - OMi side by side integration. This impacts existing integrations that sent events to the OMi that was embedded in BSM. In APM, events will be sent directly to OMi.

2. **How do I integrate APM alerts to Service Manager (SM)? Will APM generate events to OMi 10.x?**

You can submit events for alert actions .

3. **Can I still create BPM/RUM alerts and send them as events to OMi?**

Yes, of course.

4. **Does APM 9.30 integrate with OMi 10.00, 10.01 and 10.10, or only 10.10?**

APM 9.30 integrates with OMi 10.11.

5. **It seems that sending EUM events from APM 9.30 to OMi 10 is not available. Is that correct?**

Sending EUM events from APM 9.30 to OMi 10 is supported out of the box as part of the APM-OMi integration.

6. **So if we have UCMDB, OMi 10.11, APM 9.30, who pushes to who?**

Topology SiteScope pushes to BSM, BSM to UCMDB, and UCMDB to OMi.

7. **Can we integrate the 9.30 System Health with OMi 10?**

No. OMi has its own monitoring tool.

8. **Service Level Management (SLM) reporting is moving from BSM to Operations Bridge Reporter (OBR). Will the new SLM App report from OBR?**

No. We have a new UI for SLM. OpsB can import the SLM components from APM into OMi10 (MyWorkspace).

Chapter 5: Upgrading BSM

1. **Is it easy to upgrade from BSM 9.25/9.26 to APM 9.30? Is it an upgrade or an uninstallation and installation?**

You can upgrade from BSM 9.25/9.26 to APM 9.30 directly or by using a staging environment.

2. **Is the upgrade from BSM 9.2x to APM 9.30 a schema upgrade?**

Yes. We are upgrading CMDB from 9.05 to 10.22.

3. **Will the upgrade run a database schema upgrade? For example, Profile database, Management database, etc.?**

Only the CMDB schema will be upgraded, since CMDB is upgrading to version 10.22.

Chapter 6: Application Health

1. **Are there any mobile apps related to BPM, RUM, SLM, Service Health, or SiteScope?**

We plan to support the Application Health on tablet devices in future versions but only Service Health and SiteScope for now. We are also building a mobile app for SiteScope that will allow you to view your favorite monitors that receive alarms and perform actions.

2. **Will Application Health be supported in a standalone URL so that it can be used in OMi MyBSM?**

For now Application Health does not support MyBSM. It has not been tested in a URL component.

3. **In order to view SiteScope data in Application Health, what should be done: modeling and using the monitored CIs or should I use SiteScope groups and monitors?**

For SiteScope in Application Health, any way you can connect your infrastructure to business (CIs or SiteScope Groups) will cause its KPIs to appear.

Chapter 7: Business Process Management

1. **Is the session 0 problem with Business Process Management (BPM) protocol execution resolved? I know it is related to the operating system, but this creates difficulties for my customers.**

We have fixed most issues with session 0. But if you are still having a problem, send HPE your problem offline and we will provide you with solution.

2. **Are settings such as Scheduling and Run managed by the authorization/permission layer? For example, permission for users/groups.**

UI settings are application specific in the BPM domain. You can define create, read, update, and delete (CRUD) operations for each application in the user permissions areas.

3. **Are there any new features in threshold calculations/settings, such as seasonable (daily, monthly, yearly) setting?**

No, as an alternative solution, you can enable baselines using the new BPM settings.

4. **Is a server agent needed to use Citrix Optical Character Recognition (OCR)?**

No. This is just a new set of powerful functions which enables you to transform images to text.

5. **Are Selenium scripts still supported in APM 9.30?**

Yes. Selenium scripts have been supported since APM 9.26.

6. **Will Microsoft Edge Browser (Windows 10) be supported for VuGen recording?**

For the HTTP/Web protocol we do support Microsoft Edge Browser. VuGen supports Microsoft Edge Browser (run on Windows 10) to record Web protocols. However, by default, loopback calls are disabled in Windows 10. As a result, Microsoft Edge Browser is unable to access intranet sites through a proxy server. Therefore, VuGen fails to record intranet applications using Microsoft Edge Browser.

Chapter 8: Real User Monitor

1. **What is the finance protocol type for Real User Monitor (RUM) Finance?**

The added protocol is NDC which is a financial protocol from NCR corporation.

2. **Does RUM support HTTPS - REST?**

Yes, RUM supports HTTPS and REST.

3. **Is there new RUM support for Terminal Servers traffic?**

We added only one new protocol support — NDC. There is no new support for Terminal Servers.

4. **Does RUM support Diffie Hellman?**

There is no new support for Diffie Hellman. Diffie Hellman is designed for man in the middle vulnerabilities which is similar to what RUM does.

5. **Do we support customizations for the NDC protocol, since it is basically ISO8583?**

NDC is not ISO8583. It is an NCR proprietary protocol used to monitor ATM communications. Customizations will require R&D involvement.

6. **Regarding ISO8583, has the EPR program started? I know it is confidential - but my question is whether any work has started with any customers in order to improve / simplify the protocol usage? Will these improvements be included in RUM 9.30?**

We have included a few enhancements for ISO8583 based on new customer implementations.

7. **Is NDC unique for HPE users or do competitors also have it ?**

There are vendors who support it. We see a lot of action around this protocol lately.

8. **Does RUM support FIX protocols (financial protocols)?**

No. RUM does not support FIX protocols.

Chapter 9: SiteScope/System Availability Management

1. **If BSMC is dropped, how do I collect metric data from integrations to calculate Service Level Management (SLM)?**

SiteScope Integration Monitors (EMS) have been restored. You should use these monitors to integrate third party data into APM.

2. **Is there any way to convert BSMC metric policies to EMS?**

The answer depends on which policies. It is relatively easy to convert BSMC 9.x metric policies to EMS. However, it is more difficult to convert BSMC 10.x metric policies to EMS

3. **Does "restoration" mean that the EMS monitors still work as before? Are there any enhancements?**

EMS monitors will work as before. There are no special enhancements.

4. **Does System Availability Management (SAM) still exist in the APM and SiteScope integration?**

Yes

5. **Why would I integrate with Chat products at the SiteScope level? From a process point of view it does not make sense.**

It actually makes a lot of sense. You have a work group in Chat where all the necessary stakeholders are communicating. SiteScope can send alerts directly to this Chat and the operator can start the investigation.

ChatOps is not only for Chat rooms. This tool is designed specifically for collaboration of distributed teams and allows in a single Chat channel the integration of different DevOps tools including monitoring tools .

Chapter 10: TransactionVision and Business Process Insight

1. **Where are the TransactionVision (TV) and Business Process Insight (BPI) components which were part of BSM?**

Both TV and BPI were dropped in APM 9.30

2. **Which part of software monitoring will cover TV and BPI?**

TV and BPI are no longer part of our offering and remain only for backwards compatibility in BSM 9.2x which is still supported

3. **Are TransactionVision integrations still available? in HTML 5?**

TransactionVision is no longer supported.

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