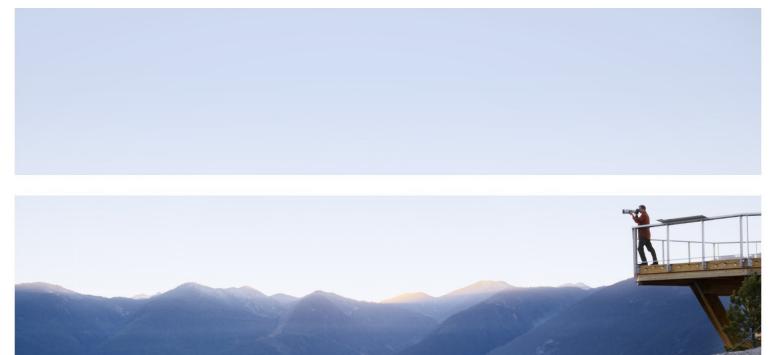


# Application Performance Management

Version 9.40, Released August 2017

### **Getting Started With BPM - Best Practices**

Published August 2017





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## Contents

Chapter 1: Introduction	5
Scope and Motivation	5
Why Use BPM?	5
Chapter 2: Installing BPM	6
Chapter 3: Connecting BPM to APM	13
Chapter 4: Creating Scripts in TruClient	16
Chapter 5: Creating Business Applications	19
Chapter 6: Configuring Alerts	24
Chapter 7: Configuring Transaction Thresholds	29
Chapter 8: Viewing Data in APM	31
Viewing Data in Service Health	
Viewing Data in BPM Performance Over Time Report	
Viewing Application Health Reports	33
Status Over Time Report	33
Location Isolation Report	33
Transaction Isolation Report	34
Layer Isolation Report	
Component Breakdown Report	34
Location Map	34
Failure Log	35
Alert Log	
Viewing Data in Scheduled Reports	
Chapter 9: BPM Report Recommendation	40
Send Documentation Feedback	42

# **Chapter 1: Introduction**

This section introduces the Getting Started With BPM - Best Practices and includes the following topics:

- "Scope and Motivation" below
- "Why Use BPM?" below

## Scope and Motivation

Business Process Monitor (BPM) is one of the HPE Application Performance Management (APM) data collectors. BPM proactively monitors enterprise applications in real time, identifying performance and availability problems before users experience them. It enables you to monitor sites from various locations, emulating the end-user experience, and so assess site performance from different client perspectives.

The purpose of this document is to provide BPM users with an understanding of how to deploy BPM quickly and correctly, and how to realize value in a short time.

The target audience for this guide is customers who are new implementers of BPM, or HPE partners who already have APM knowledge, but are new to BPM. While no deep networking/encryption knowledge is needed, you will need to know the protocol and encryption used by the monitored application.

### Why Use BPM?

BPM should be used to gather data during inactive hours of the users, so you will be able to detect problems before a real user encounters them. In addition, BPM is the basic monitor for building SLAs, because it has the same transaction monitored at the same time intervals.

# **Chapter 2: Installing BPM**

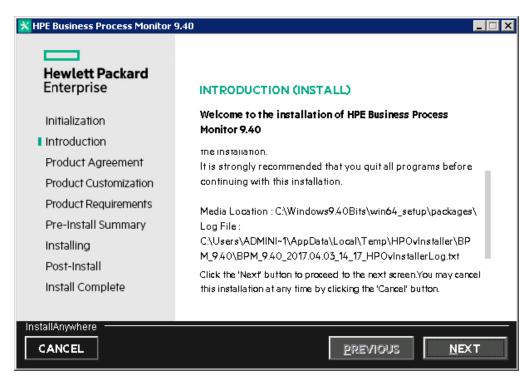
The following provides instructions for installing BPM.

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

- 1. Download the BPM setup file from the HPE SMTA web site:
  - a. Go to the HPE SMTA web site (http://prssc.int.hpe.com/smta/smta.cgi) and sign in.
  - b. Next to Release Name, select APM0930 and click Search.
  - c. Download the required zip file: HPE\_Business\_Process\_Monitor\_9.30\_Windows\_x64\_Setup.zip HPE\_Business\_Process\_Monitor\_9.30\_Linux\_x64\_Setup.zip
- 2. Save the file under: C:\Temp.
- 3. Click the executable installation file. The BPM Setup wizard appears.
- 4. In the first screen, select your language and click **OK**.



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



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

🗙 HPE Business Process Monitor 🕯	3.40
Hewlett Packard Enterprise	LICENSE AGREEMENT Installation and use of HPE Business Process Monitor
Initialization	requires acceptance of the following License Agreement:
Introduction	HPE End User License Agreement – Enterprise Version
Product Agreement	
Product Customization	1 Applicability. This end user license agreement (the 'Agreement') governs
Product Requirements	the use of accompanying software, unless it is subject to a separate agreement between you and Hewlett Packard Enterprise Company and its
Pre-Install Summary	subsidiaries ("HPE"). By downloading, copying, or using the software you agree to this Agreement. HPE provides translations of this Agreement in
Installing	certain languages other than English, which may be found at: <a href="http://www.hpe.com/software/SWLicensing.">http://www.hpe.com/software/SWLicensing.</a>
Post-Install	accept the terms of the License Agreement
Install Complete	O I do NOT accept the terms of the License Agreement
InstallAnywhere	
CANCEL	<u>P</u> REVIOUS <u>N</u> EXT

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

HPE Business Process Monitor	9.40	
Hewlett Packard Enterprise Initialization Introduction Product Agreement Product Customization Product Requirements Pre-Install Summary Installing Post-Install Install Complete	PRODUCT CUSTOMIZATION Please choose the application folder CAHPABPMA Please choose the data folder CAProgramData\HPABPMA	BROWSE BROWSE RESET
InstallAnywhere	PREVIOUS	NEXT

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

HPE Business Process Monitor	9.40
Hewlett Packard Enterprise	PRODUCT REQUIREMENTS Install Checks : Click on the checks to view details.
Initialization Introduction Product Agreement Product Customization Product Requirements Pre-Install Summary Installing Post-Install	Checking free disk space Checking for VuGen installation Checking for previous version of HP BPM Checking Microsoft .NET Framework 3.5 availability Checking Microsoft NET Framework 4.5 availability. This may to Checking free disk space
Install Complete	Executing initialize action :
InstallAnywhere	PREVIOUS NEXT

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

HPE Business Process Monitor 9	9.40
Hewlett Packard Enterprise	Hewlett Packard Enterprise installer
Initialization	HPE BPM (install)
Introduction	
Product Agreement	
Product Customization	
Product Requirements	
Pre-Install Summary	
Installing	
Post-Install	HPE Business Process Monitor 9.40 Application folder : C:\HP\BPM\
Install Complete	Data folder : C:\ProgramData\HP\BPM\
	Please click on INSTALL button to continue.
InstallAnywhere	
CANCEL	PREVIOUS INSTALL

The Installing screen appears.

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

10. In the Run as User screen of the BPM Configuration Wizard, configure the BPM data collection to run as a system user, or as a specific user. Running it as a specific user limits access to resources, settings, and applications located on the local machine. (This may not be true for resources located on remote machines, where a specific user may have different privileges than the local system user.)

HPE Business Pro	cess Monitor Configuration Wizard
Run as User	Run as User
Server Authentication	You can run HPE Business Process Monitor data collection as a root user, or as a specific user. Running it as a specific user enables the data collection process to access resources, settings, and applications not available to the root user.
Instance Definition	Run as system user
Preview	O Run as specific user
Finish	User Name:
	Password:
	Domain:
24	
3⁄4	<back next=""> Close Help</back>

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

HPE Business Pro	cess Monitor Configura	ation Wizard				×
Run as User	Server Auth	entication				
Server Authentication		entication credentials.				
Instance Definition	O No authentication					
Preview	Use basic auther	tication				
Finish	User name:					
	Password					
2/2			<	Back Next >	Close	Help

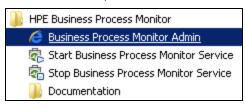
12. In the Instance Definition screen, select **Define Instance** and type your APM details. The Location name is used for script assignment, so give it a meaningful name (for example, New York, Office).

HPE Business Proces	ss Monitor Configuration W	lizard 🗙
Run as User	Instance Definition	
Server Authentication		r the Business Process Monitor
Instance Definition	<ul> <li>Skip Instance Definition</li> <li>Define Instance</li> </ul>	
Preview	Define Instance	
Finish	Display name:	NewYorkOffice
	Gateway Server URL:	http://myBSM/bsm
	Location name:	New York, Office
	Host name:	host1
	Job poll interval (minutes):	2
	Time poll interval (minutes):	60
		Additional Instance Settings
24		< Back Next > Close Help

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

HPE Business Proc	cess Monitor Configuration Wizard 🛛 🗙 🗙
Run as User	Finish
Server	Configuration Wizard Status
Authentication Instance Definition	The Configuration wizard settings were successfully set
Preview	
▶ Finish	
24	< Back Next Close Help

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



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

Business Service Management - Business Process Monitor Admin							
		nstance: iwfv					
Browse Search	-	ristarice. Iwiv				Status Configu	ration
😂 🕷 🔅 । 🗙 । 😔 🗸 🖻 🗸 🔘 । 👉 📺		General Information		Monitoring	Status		
⊟–@ivifv ⊕–@ivifv_inst1		Display name:	iwfv	Number of	applications:	250 active / 250 f	ol
		Health:	ок	Number of	scripts:	500 active / 500 f	o
		Last update configuration request	22/06/20 <sup>.</sup>	Number of	WebTraces:	0 active / 0 total	≡
		Last configuration update	22/06/20	Number of	transactions:	1250 active / 125	0
4		Instance ID:	Site1	Pending sa	mples:	1	
		Run Units					*
		This table lists all the applications schedules are configured. (An inactive business transaction its own schedule.)					e
				Last Run	Status	Application	
				13:04 minu	Currently r	LoadTestA	
		Application LoadTestA 18	5:42:13 (	8:30 minutes	Currently r	LoadTestA	

# Chapter 3: Connecting BPM to APM

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

Define Identification Parameters	Define Identification	
Run Instance As User	Display name: *	Boston
Retry On Failure Settings	Gateway Server URL: *	http://www.example.com
Proxy	Host name: *	vm_Boston
Connection Settings	Location name: *	Boston
Security Settings	Job poll interval (minutes): *	2
	Time poll interval (minutes): *	60
		< Back Next > Finish Cancel

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

🕌 Create New Instand	ce on myd-vm19775 Wizard
Define Identification Parameters	Run Instance As User You can run the instance as a specific user. Running it as a specific user enables the data collection process to access resources, settings, and applications not available to the root user.
Run Instance As User	Note: Instance Level Specific User can not be defined when whole agent runs as user
Retry On Failure Settings Proxy Connection Settings Security Settings	User name: Password: Domain:
	< Back Next > Finish Cancel

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

Create New Instance on myd-vm19775 Wizard								
Define Identification Parameters	Retry On Failure Settings Define Retry On Failure Parameters for the new instance							
Run Instance As	Retry on failure:							
User Retry On Failure	Retry on failure delay (seconds): 30 Retry on failure count: 4							
Settings	Retry on failure count: 1 Send additional error message:							
Proxy Connection Settings Security Settings								
Secondy Second								
	< Back Next > Finish Cancel							

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

Enter the following information:

- Retry on Failure: Select this option to activate the Retry on Failure option.
- **Retry on failure delay:** The number of seconds to wait before retrying. Note that a long failure delay may cause the application to skip a scheduled run.
- Retry on failure count: The maximum number of attempts to retry the script before the script is defined as "Failed".
- Send additional error message: Select this option to include the number of attempts in the failure error message.
- 8. If required, click **Next** to set the proxy connection and security settings, or click **Finish** to close the wizard.
- 9. Refresh your browser and verify that BPM successfully connected to your APM.
- If your Gateway Server URL is not accessible from your BPM machine, or if you need a proxy, an error message appears. If this occurs, click the **Configuration** tab, reconfigure the details, and click **Save**. If you successfully connected, the following status appears.

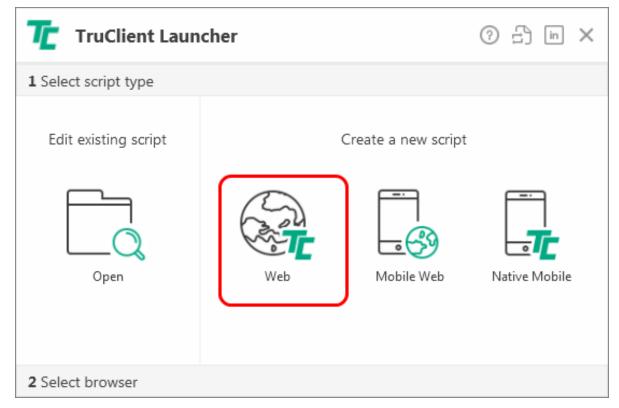
				×
( http://myd-vm19775.hpswlabs.adapps.hp.com:269	6/,	🔎 👻 🖉 HPE Bra 🗖 Hewlett 🥻	🖁 HPE Bra 🥔 HPE 🗙 🏼 🏠 🛱	<u>بې</u>
File Edit View Favorites Tools Help				
Business Service Management - E	Bus	siness Process Monitor Adm	in	
Tools - <u>H</u> elp -				
Browse Search		Business Process Monitor: myd-vm19775		
😂 🛞 🔅 I 🗶 I 😔 🔻 ⊳ 🝷 🖻 🤱 🖓 I 👉 前				
		General Information	A	
E−[¿c myd-vm19/75 E−IC Boston		Business Process Monitor name:	myd-vm19775	
		Health:	ок	=
🕀 🚾 india1	4	Business Process Monitor operating system:	windows server 2008 r2	
E - C israel E - C London	ľ	Configuration directory:	C:\ProgramData\HP\BPM\config	
		Workspace directory:	C:\ProgramData\HP\BPM\workspace	
		Number of scripts:	21 active / 23 total	
		Number of WebTraces:	10 active / 10 total	
		Number of transactions:	43 active / 51 total	-

# Chapter 4: Creating Scripts in TruClient

**Note:** If you are using script services from other team members or companies, you can download the Business Process Template for BPM Scripting Requests from the HPE Software Support site (https://softwaresupport.hpe.com) to define your script requirements.

You can create scripts using the standalone version of TruClient.

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



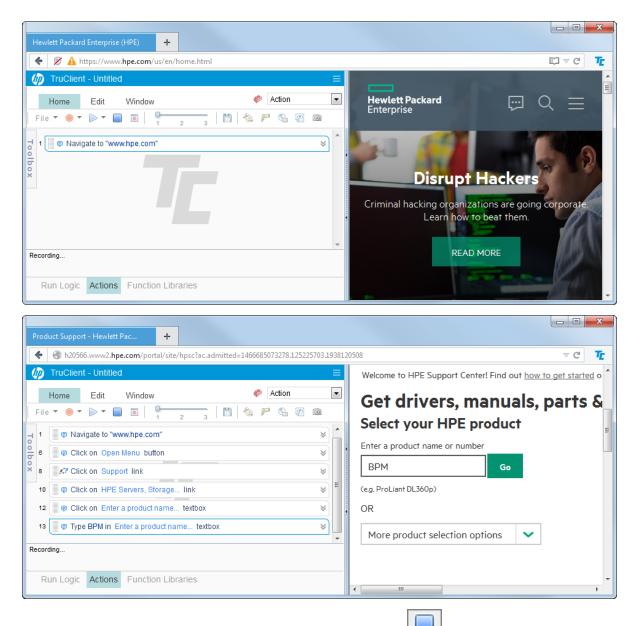
2. Select a browser.

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

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

New Tab	+	
< 🕘 Search or enter address		⊽ C' <b>7</b>
IruClient - Untitled	≡	
Home Edit Window	🤣 Action 🗨	
File 🔻 🖲 👻 ⊳ 👻 🔲 🧧 🕴	2 3 🛗 🍇 🌮 🗞 😰 📾	
	*	
Toolbox		
ox		
Load succeeded	×	
Run Logic Actions Function	Libraries	

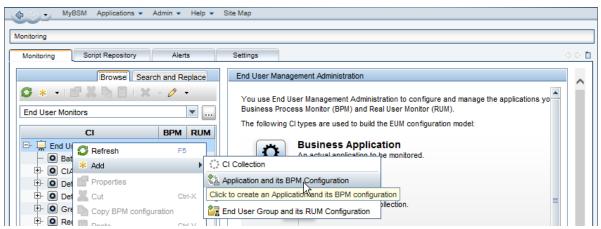
- 3. Click the Start Recording button to record browser activity.
- 4. In the browser address bar, type the address of your web application. Each action you perform is indicated by a recording event in the TruClient add-in.



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

# Chapter 5: Creating Business Applications

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



3. In the Default Transaction Settings screen, define your transaction settings for performance monitoring.

**Note:** You can wait to define these settings after you determine your application's expected behavior.

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

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

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

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

Add Application and	d its Business Process Monitor Configuration			×
Application Properties Default Transaction Settings Set Transaction Monitor Scripts Application Data	Set Transaction Monitor Scripts Define the application transaction monitor scripts  Create a Business Transaction Flow CI for each script Group all scripts under one Business Transaction Flow CI Business Transaction Flows status: Active Inactive Preview	named:		
Collectors Set Transaction Thresholds Define Script Parameters Values Preview Finish	To manage scripts go to the <u>Script Repository</u> Available Scripts Browse <u>Search</u> BAT_Scripts BAT_100per BAT_100per Sanity_acce_BPM		Selected Scripts           Name         Version         Script Repositor           Select scripts from the tree	y
24		Back	Next > Finish Cancel	Help

- 6. In the Application Data Collectors screen, click
- 7. In the Add Data Collectors screen, assign the data collectors to a location.

Add Data Collectors					
Available Data Collectors				Selected Data Collect	tors
Host	÷ _	Location		Host	Location
lost 1	Adelaide			Host 3	London
Host 2	NY				
			>		
			<		
			3		
			۵		
_					
3/				0	K Cancel Help

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

Add Application and its Business Process Monitor Configuration          Application       Application         Application       Properties         Default       Define and configure the default data collectors that monitor the Application. These monitors will automatically be assigned to monitor the application's business transaction flows.         Settings       Image: Collector's collector's collector's collector's collector's business transaction flows.						
Set Transaction Monitor Scripts	Host	Location	Version	Schedules	Business Transa	
Application Data Collectors	Host 1	Adelaide	9.26	Every 15 minutes, all	BAT_100per	
Set Transaction	Host 2	NY	9.26	Every 15 minutes, all	BAT_100per	
Thresholds Define Script Parameters Values Preview Finish					¥	
24			< Back	Next > Finish	Cancel Help	

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

# **Chapter 6: Configuring Alerts**

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

MyBSM Applications - Admin - Hel	p ▼ Si	te Map
fonitoring		
Monitoring Script Repository Alerts		Settings
Browse Search	h and Re	eplace
😂 * • 🖆 👗 🖹 🛯 🗙 • 🧷 •		
End User Monitors		<b>•</b>
CI	BPM	RUM
🗁 🛄 End User Monitors		
BatAlertApl	0	
- CIAlerts_BAT_App	0	
E     CIAlerts_BAT_BTF	0	
Default Client_BAT_App	0	
Default Client_BAT_App_SLA	0	
+ O Green	0	
t- Ω Red	0	
+- SLMAlerts_BAT_App	0	
±- O Yellow	0	

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

lp 👻	Sit	te N	1ap									
		Se	ttings								<	0 🗈 🗎
ice			Application "	Green"	CI Properties	Business	Process Mor	itor Real Us	er Monitor	Alerts Loo	ation Offset	~
,			* •   Ø	' 🗅 🗙 🗆	ି 🗱 🌾	h 1 1 4	(   🖀 🖵	😼 i 🚴 i	L   🗛	R 🚯 🖗		
			Alert N	Туре	User M	Status	Severity	Recipie	Clear A	Actions	Notifica	
			App Avai	BPM Tra		Active	V Major	Email Sa	4		Every 30	

#### 4. Click the Trigger Condition tab.

New BPM Transaction Alert
Alert name: *       App Availability       User message:         CI:       Green         Severity:       V Major         Status:       Inactive
Trigger Condition Filters Actions Advanced Settings
<ul> <li>Event-Based Triggers         <ul> <li>Transactions fail</li> <li>Transactions response time</li> <li>Transactions response time relative to configured thresholds</li> </ul> </li> <li>Time-Based Triggers         <ul> <li>Availability</li> <li>Transactions response time relative to configured threshold for specified percentage of transactions</li> <li>Transactions response time relative to configured threshold for specified percentage of transactions</li> <li>Average transaction response time</li> </ul> </li> <li>Any of the above trigger conditions are met</li> <li>All of the above trigger conditions are met</li> <li>Data Grouping         <ul> <li>Group data by the specified criteria</li> </ul> </li> </ul>
89888
Definition Details         Trigger Condition         Send the alert if transactions fail         when trigger conditions occur even once.         Notification Frequency         Send alert for every triggered occurrence

5. In the Alert name field, type a meaningful name for the alert. In Outlook, you will be able to filter your

alerts by this name.

**Note:** The contents of the **Severity** field is for internal use. The trigger criteria is set according to the number of locations you have, and the frequency of the monitor runs. If you have four locations around the word, and if two subsequent runs fail, then a real problem alert is indicated and false alerts are ignored.

6. Click the **Filters** tab.

🛓 New BPM Trar	isaction Alert	×
Alert name: * Cl: Severity: Status:	App Availability     User message:       Green     Image: Construct of the state of the sta	
Trigger Condit Filter By: Transactions		
Definition Detail		
Trigger Cor Send the a when trigg Filter Limit the al Notification	-	
2⁄2	OK	Help

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

New BPM Transaction Alert	X
Alert name: * App Availability User message: CI: Green Severity: V Major Status: O Active Inactive	
Trigger Condition       Filters       Actions       Advanced Settings         Recipients       Send to specified recipients         Event Creation       Generate Event         External Actions	
Access URLs Send SNMP trap Run executable file Log to Event Viewer application log	
00000	
Definition Details Serie are an analogous rail when trigger conditions occur even once.	
Filter Limit the alert to Green_BTF -> ok transactions Actions Send to recipients specified recipients (currently unspecified) Notification Frequency Send alert for every triggered occurrence	
	lelp

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

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

- 11. To send an alert when the trigger condition clears, click the **Send clear (follow up) alert notification** option.
- 12. To limit the number of alerts that are sent, click the **Send no more than one alert for every** option and enter the time period.

# Chapter 7: Configuring Transaction Thresholds

In APM there are three methods for setting performance transaction thresholds:

- Manual Provides full control of the transaction thresholds
- **Semi-automatic** Utilizes the Calculate Suggested Thresholds tool which provides static thresholds based on a specific time period.

Iculate Suggested Thresholds								
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2						ОК	Cancel	Help

• Automatic - Provides automatic threshold baselines

In order to get accurate results, take into account that each location has different thresholds. You can set a different threshold for each transaction location.

To create threshold baselines for Business Process Monitor, you first need to activate a general key to enable this feature. Then you adapt the thresholds for each application. We recommend that you create the

thresholds one at a time in order to ensure that the results are accurate. You can then add the results to your best practices.

For more information, see the Business Process Monitor Administration Guide which is available for download from the HPE Software Support site: https://softwaresupport.hpe.com.

# Chapter 8: Viewing Data in APM

You can view your monitored application data by accessing the 360° View in System Health or by running the BPM Performance Over Time report.

### Viewing Data in Service Health

The BPM checks if there is a new configuration every 2 minutes. If you schedule your script to run an application every 15 minutes, the first data point arrives within 17 minutes.

If a script fails, a red icon 🙆 appears near the relevant transaction CI, You need to fix the script, and upload it again.

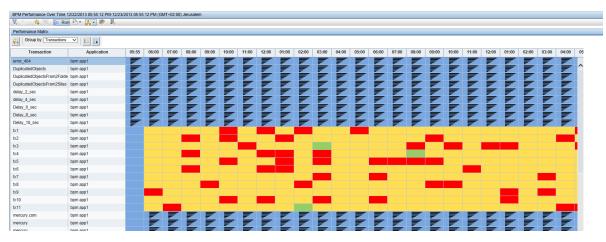
- 1. In APM, click Application > Service Health > 360° View.
- 2. Under Hierarchy, select End User Monitors.
- 3. In the Name column, click the application to expand it. The latest monitored data is displayed.

Received and the second s								
Hierarchy								
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# Viewing Data in BPM Performance Over Time Report

You can view your data in the BPM Performance Over Time report. This is one of the most important reports for BPM monitoring. The BPM Performance Over Time report displays a flat view of the data for all your BPM applications and transactions.

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



4. To verify that all your BPMs are reporting, in the **Group by** field, select **Location**. The report displays our BPM data and you can determine if all you BPMs are reporting data as expected.

BPM Performance Over Time 12/22/2013 05:59:21 PM-12/23/2013 05:59:21 PM (GMT+02:00) Jerusalem													
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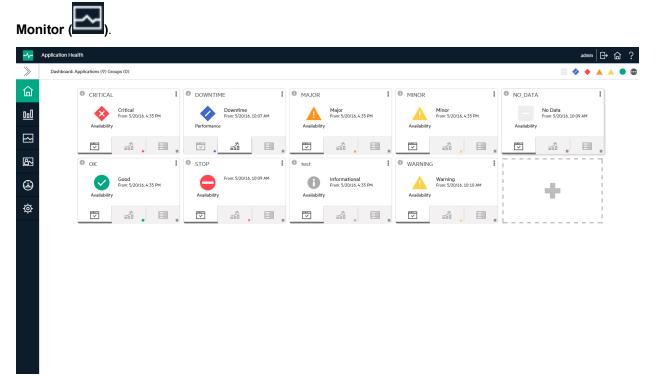
 To view an advanced report that summarizes all data collection problems, in APM, click Applications > Utilities > BPM Self Monitoring. The BPM Self Monitoring report displays valuable information about your BPM health based on the data that is expected to arrive.

tillities > BPM Self Monitoring ('New)									
Status Reports Analysis Reports Utilities Alerts Production Analysis Business Process Recognition Mobile Reports									
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- Word Press New (Application)	2,145	0	0	2,157					
mobileapp (BTF)	2,145	0	0	2,157					
badResponseTXs (Transaction)	719	0	0	719	100% of received samples contain errors				
unavailableTXs (Transaction)	719	0	0	719	100% of received samples contain errors				
successfuITXs (Transaction)	707	0	0	719	98% of received samples contain errors				
bpm app1 (Application)	0	0	0	286					
- Mercury (BTF)	0	0	0	143					
mercury II (Transaction)	0	0	0	143	100% of expected samples are missing				
└── Mercury1 (BTF)	0	0	0	143					
mercury il (Transaction)	0	0	0	143	100% of expected samples are missing				

### **Viewing Application Health Reports**

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

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



Application Health includes the following Business Process Monitor reports:

#### Status Over Time Report

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

#### Location Isolation Report

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

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

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

#### **Transaction Isolation Report**

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

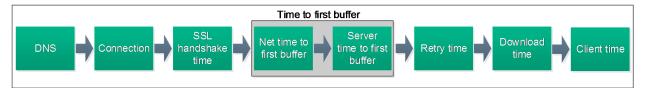
You can select whether to view data based on *Availability* or *Performance*. The timeline at the bottom of the report indicates times when alerts were generated.

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

### Layer Isolation Report

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

The main transaction breakdown components are as follows:



#### Component Breakdown Report

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

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

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

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

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

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

#### Location Map

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

#### Failure Log

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

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

### Alert Log

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

### Viewing Data in Scheduled Reports

You can configure schedules to enable specified recipients to automatically receive reports, through email, at regularly defined intervals.

You can schedule Custom Reports, Trend Reports, and Service Reports defined in the Report Manager, or reports saved from the specific report page. You can also schedule Favorite Filter reports.

1. To create a scheduled report, click **Applications > User Reports > Report Manager**.

This page enables you to manage the contents of Report Manager and view, edit, and clone existing components, configure new user reports, email reports, and create a schedule for selected reports to run.

2. Click \*\* and select **New Custom Report** to create your first report using the built-in APM reports.

Report Manager         Custom Query Builder         Image       Custom Query Builder         Image       Image       Image         New Custom Report       Image       Image         New Trend Report       Image       Image         New Service Report       Image       Image         Checking ag checking Se from bac       New Excel Report       Favorite Filter         Problem in aggregation data retrieval       Favorite Filter	♦ → MyBSM Applications	🗸 🕶 Admin 👻 Help 👻 Site Map					
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3. If you want to run this report in the background, select the **Refresh the report every** option and select the number of minutes.

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	🕼 Insert a page break afte	r each component when printing the report							
	< Back N	Next> Finish Cancel Help							
×									

- 4. Click Next.
- 5. In the **Report Components** page, click . The **Add Component** page appears.
- 6. All BPM report are located in the End User Management folder.

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

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8. From the **Report** drop down list, select **BPM Performance Overtime By Transaction**.

- 9. Click **OK**.
- 10. In the **Report Components** page, click . The **Add Component** page appears.
- 11. Under the End User Management folder, click Analysis Reports.
- 12. From the **Report** drop down list, select **Metrics Over Time** for a report that displays over time measurements.

Select components to be added to your custom report and define component settings.  Select Component Category  C End User Management C Alarts C User Reports C URL C Custom Query Service Report Builder C I Status Service Coriented Architecture	Add Component					
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OK Cancel Help						

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

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15. Select the relevant application.

Filters
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Synthetic Transaction Response Time (sec.)
Real Session Availability (%)
Real Session Performance (%)
Active Filters: None (Restore Default Settings)
Sub Component: Moving Averages
Group by: Transaction
Sub Component: General Layout
Group by: Transaction -

# Chapter 9: BPM Report Recommendation

Use the following reports for isolating problems:

Performance Over Time Report

You can view your application availability and performance in one report. You can select to view the data by transaction or by location over time. By clicking on a specific transaction or location, you can view the Error Log, Snapshot on Error, Transaction Breakdown, and Error vs Availability Over Timer in the same screen.

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

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#### Triage Report

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

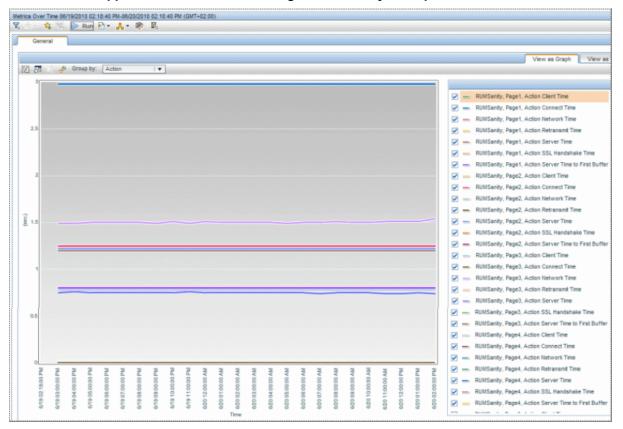
In APM, select Applications > End User Management > Analysis Reports > Triage Report.

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#### Metrics Report

This report enables you to select one or more metrics for selected applications and to view their behavior over a period of time. By selecting multiple metrics, you can compare their behavior to discover possible correlations between them. You can also view data for up to four different time comparisons.

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



# Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

### Feedback on Getting Started With BPM - Best Practices (Application Performance Management 9.40)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docteam@hpe.com.

We appreciate your feedback!