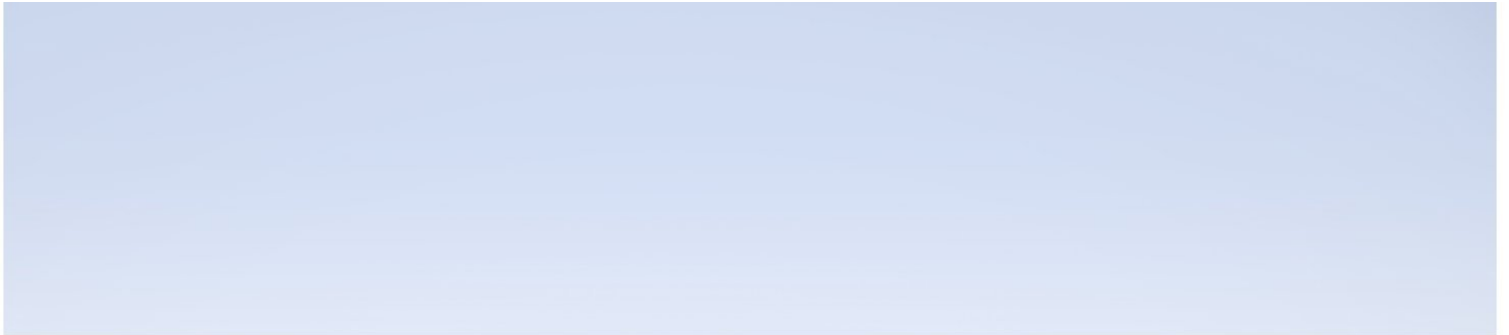# Hewlett Packard Enterprise

Application Performance Management

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APM - Diagnostics Integration Guide

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Contents

Diagnostics and BSM Integration Overview

Diagnostics is a composite application triage and diagnostics solution that is designed to help you improve the performance of your J2EE, .NET, and ERP/CRM enterprise applications throughout the application lifecycle.

Diagnostics is integrated with APM, enabling you to monitor the availability and performance of your production enterprise application. This integration enables you to significantly reduce the Mean Time To Resolution of problems and thus increase the availability and value of the business applications.

From within APM, you can track the performance status of your applications that are being monitored by Diagnostics.

The Diagnostics integration with APM enables you to drill down to Diagnostics data from specific APM configuration items and reports. You can also generate high level reports in APM about the performance of applications and Business Process Monitor (BPM) transactions that are monitored by Diagnostics.

> **Note:** For additional details about the integration, refer to the section "Integrations with Other HP Software Products" in the *Diagnostics User's Guide*.
>
> The *Diagnostics Users Guide* can be accessed from the online help in the Diagnostics UI (and not from within the BSM help system).

How to View Diagnostics Data in APM

To view Diagnostics data in APM, you must register the Diagnostics server machine in HPE Application Performance Management.

This task includes the following steps:

- "Register Diagnostics" below
- "Set up BSM to work with Diagnostics" below
- "View Diagnostics data in BSM" below
- "Access Diagnostics from BSM" on the next page

1. **Register Diagnostics**

   In APM, select **Admin > Diagnostics**, to open the Diagnostics Server Details page. Enter the details of the server as follows:

   - **Diagnostics server host name**. Enter the Diagnostics Server name.

     Even when the Diagnostics Server is installed on the same system as APM you must enter the actual name of the host in the box. Do not enter **localhost**.

   - **Diagnostics server port number.** Accept the default port number (**2006**) or enter the port number through which Diagnostics listens to server traffic.

   - **Diagnostics server protocol.** Select the communication protocol (HTTP or HTTPS) through which APM connects to Diagnostics.

     If you select HTTPS, additional configuration steps are required. For details, see the the Diagnostics Server Installation and Administration Guide.

   Click **Submit** to register the server with APM. The Diagnostics Server details are saved in APM and APM server details are automatically registered on the Diagnostics machine.

   If the server name is incorrect or the server is unavailable, an error message is displayed.

   If the user name with which you logged in does not have permissions for making changes on the Diagnostics server, a message is displayed instead of the Diagnostics page.

2. **Set up BSM to work with Diagnostics**

   For help with the remainder of this procedure for registering the server, see the *BSM-Diagnostics Integration Guide*. This guide is located on the HP Software Support Online Product Manuals site. Access requires an HP Passport login.

3. **View Diagnostics data in BSM**

   To view relevant Diagnostics information, select **Application > Service Health**, and select the Diagnostics View in the relevant component.

For information about the Diagnostics data displayed in APM, see the the Diagnostics Server Installation and Administration Guide (select **Help > Diagnostics Help > HP Diagnostics User's Guide**).

4. **Access Diagnostics from BSM**

You can access Diagnostics from APM using right-click options in views and drilldowns from some reports.

Note: If BSM and Diagnostics are in different domains, and you are using Internet Explorer 9 as your browser, you may need to add the domains to the list of allowed domains in the Privacy tab (**Internet Options > Privacy > Sites**).