



Application Performance Management

Software Version: 9.50

APM - Diagnostics Integration Guide

Document Release Date: May 2018

Software Release Date: May 2018

Legal notices

Warranty

The only warranties for products and services of Micro Focus and its affiliates and licensors (“Micro Focus”) are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

Restricted rights legend

Confidential computer software. Except as specifically indicated otherwise, a valid license from Micro Focus is required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright notice

© Copyright 2001-2018 Micro Focus or one of its affiliates

Trademark notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

AMD, the AMD Arrow symbol and ATI are trademarks of Advanced Micro Devices, Inc.

Citrix® and XenDesktop® are registered trademarks of Citrix Systems, Inc. and/or one more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries.

Google™ and Google Maps™ are trademarks of Google Inc.

Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

iPad® and iPhone® are trademarks of Apple Inc.

Java is a registered trademark of Oracle and/or its affiliates.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Microsoft®, Windows®, Lync®, Windows NT®, Windows® XP, Windows Vista® and Windows Server® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

NVIDIA® is a trademark and/or registered trademark of NVIDIA Corporation in the U.S. and other countries.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

Red Hat® is a registered trademark of Red Hat, Inc. in the United States and other countries.

SAP® is the trademark or registered trademark of SAP SE in Germany and in several other countries.

UNIX® is a registered trademark of The Open Group.

Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To verify you are using the most recent edition of a document, go to

[https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=manuals?keyword=.](https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=manuals?keyword=)

To check for recent software patches, go to

[https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=patches?keyword=.](https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=patches?keyword=)

This site requires that you register for a Passport and sign in. To register for a Passport ID, go to

<https://cf.passport.softwaregrp.com/hppcf/login.do>.

Or click the **Register** link at the top of the Micro Focus Software Support page.

You will also receive updated or new editions if you subscribe to the appropriate product support service.

Contact your Micro Focus sales representative for details.

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To verify you are using the most recent edition of a document, go to

<https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=online help>.

This site requires that you register for a Passport and sign in. To register for a Passport ID, go to

<https://cf.passport.softwaregrp.com/hppcf/login.do>.

You will also receive updated or new editions if you subscribe to the appropriate product support service.

Contact your Micro Focus sales representative for details.

For information and details about the products, services, and support that Micro Focus offers, contact your Client Director.

Support

Visit the Micro Focus Software Support Online web site at <https://softwaresupport.softwaregrp.com/>.

This web site provides contact information and details about the products, services, and support that Micro Focus offers.

Micro Focus online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Manage software licenses
- Download new versions of software or software patches
- Access product documentation
- Manage support contracts
- Look up Micro Focus support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require you to register as a Passport user and sign in. Many also require a support contract.

To register for a Passport ID, go to <https://cf.passport.softwaregrp.com/hppcf/login.do>.

Visit the Micro Focus Software Support Online web site at <https://softwaresupport.softwaregrp.com/>.

This web site provides contact information and details about the products, services, and support that Micro Focus offers.

Micro Focus online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Manage software licenses
- Download software
- Access product documentation
- Manage support contracts
- Look up Micro Focus support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require you to register as a Passport user and sign in. Many also require a support contract.

To register for a Passport ID, go to <https://softwaresupport.softwaregrp.com/>.

To check for recent updates or to verify that you are using the most recent edition of a document, contact your Client Director.

Contents

Diagnostics and BSM Integration Overview	6
How to View Diagnostics Data in APM	7

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 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 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, below](#)

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 Software Support Online Product Manuals site. Access requires a 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 > 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**).