MICRO FOCUS®

Application Performance Management

Software Version: 9.50IP1

Application Performance Management- Local Client

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Support

Visit the 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 offers.

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
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- Download new versions of software or software patches
- Access product documentation
- Manage support contracts
- Look up support contacts
- Review information about available services
- Enter into discussions with other software customers
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Most of the support areas require you to register as a Passport user and sign in. Many also require a support
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To register for a Passport ID, go to https://cf.passport.softwaregrp.com/hppcf/login.do.

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APM Local Client

Local Client is a non – browser based tool which enables you to launch the Application Performance Management User Interface without a web browser.

> **NOTE:**
> This feature supports only the EUM functionalities. Applet APIs are deprecated from Java 9 onwards.

Support Matrix

Supported OS: Windows 64 bit.

Supported APM versions: APM 9.30, APM 9.40 and APM 9.50.

Launch APM UI using Local Client

1. Download the APM **Local Client Zip** file from Software Support
2. Click **Save** and extract the contents in a folder.
3. Run the **.bat** installer file to start the Local Client.
4. Enter **APM URL** in the Local client address box and click **Load.**
5. Enter the APM login credentials. Click **Sign in.**
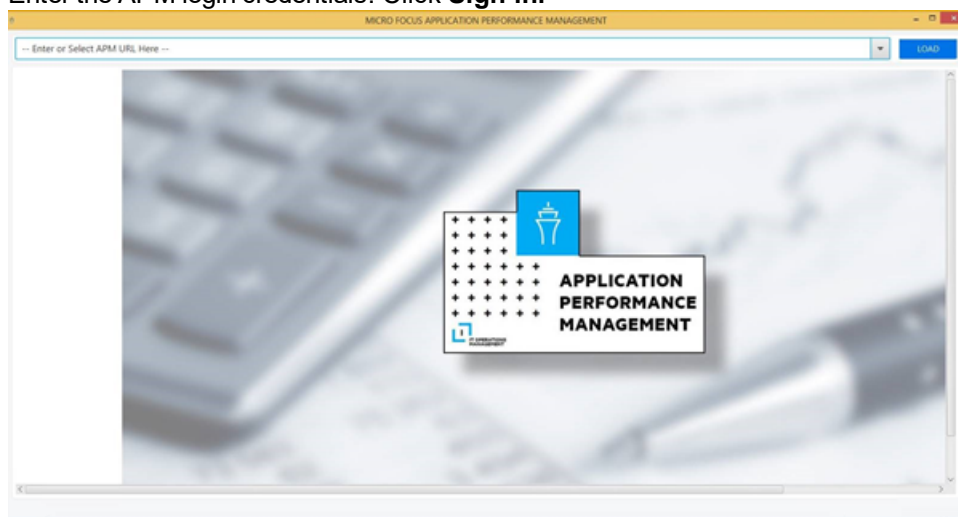
You can access only EUM functionalities under Admin tab. If you select any tab under **End User Management > Admin**, it will be launched as a new window on the APM UI where the applet code is mentioned as shown below:
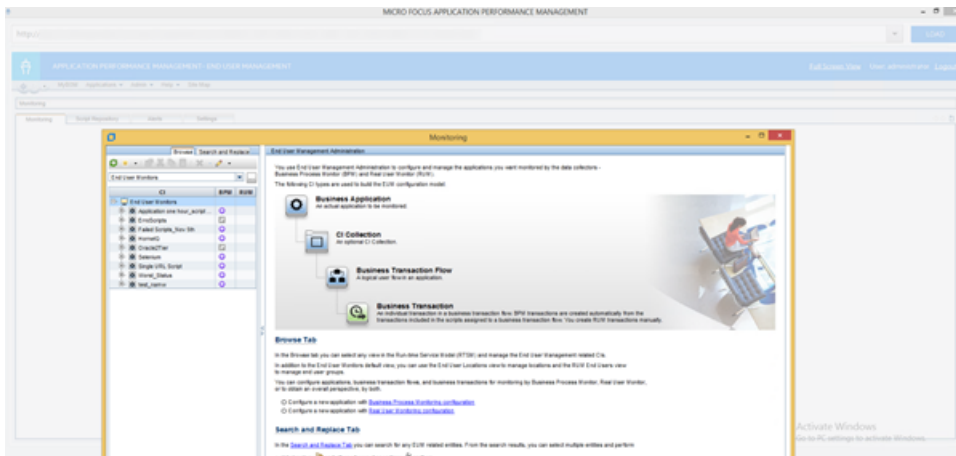
HTTPS Configuration

To certify the HTTPS server with the client, perform the following steps:

1. Copy APM's Security certificate to your directory.

2. Import the certificate into **cacert keystore** available with local client and run the following command:
   ```
   <Local client directory>\java\bin\keytool -import –alias downloadedCertAlias -
   keystore <Local client directory>\java\lib\security\cacerts -file <Security
   certificate path> filename.cer
   ```

3. The default password is **changeit.** Type **Yes** when prompted to trust the certificate.

Troubleshoot

If the APM Local client fails to load, then close and re launch the APM Local Client.

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