



# Application Performance Management

Software Version: 9.50IP2

## Application Performance Management

Document Release Date: February 2019

Software Release Date: February 2019

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- Submit and track support cases and enhancement requests
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# APM Local Client

Local Client is a tool which that allows you to launch the Application Performance Management user interface without a web browser. This client supports the following:

- All Admin tasks.
- Topology and Top View reports.

## Support Matrix

**Supported OS:** Windows 64 bit.

**Supported APM versions:** BSM 9.26IP2, APM 9.40 and APM 9.50.

## Prerequisites

Before you launch Local Client, you must install the Hotfix on BSM/APM Gateway that you are trying to open.

**NOTE:**

Before installing the Hotfix, you must take backup of APM files updated manually. For example: **httpd.conf** and **httpd-ssl.conf**. After installing the Hotfix, place the backup files in the same location where it was saved earlier.

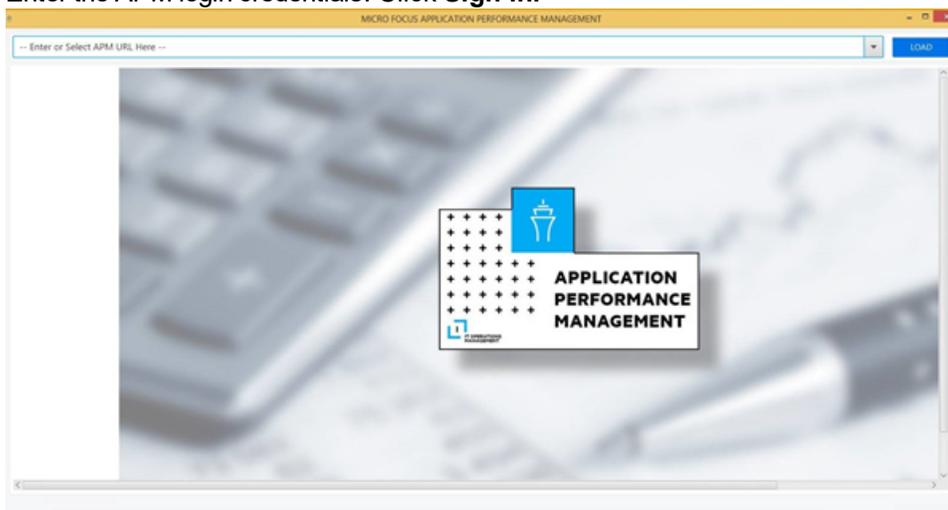
Follow the ReadMe.txt (in the Hotfix) for instructions. Below are the Hotfix links:

1. BSM 9.26: <https://rdapps.swinfra.net/hotfix/#/hotfix/7522>
2. APM 9.40: <https://rdapps.swinfra.net/hotfix/#/hotfix/7523>
3. APM 9.50: <https://rdapps.swinfra.net/hotfix/#/hotfix/7524>

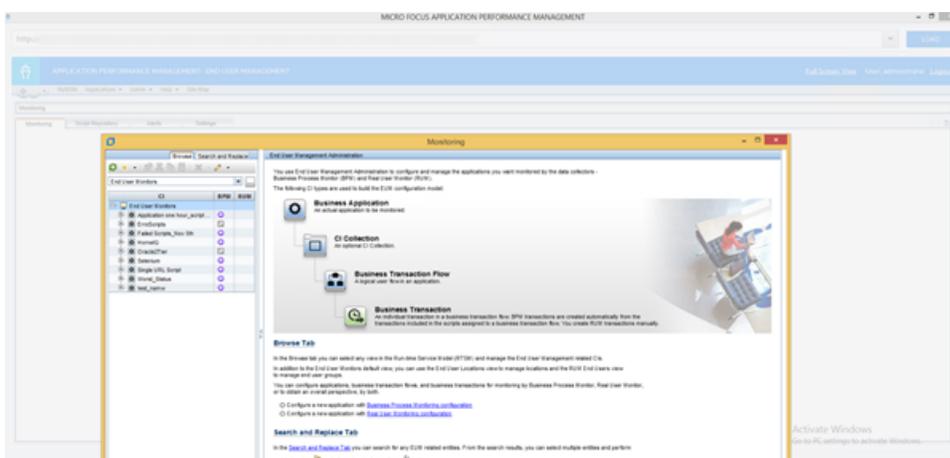
## Launch APM UI using Local Client

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**.



To access the links under Administration, go to **Site Map > Administration**.



## Configure HTTPS

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.

## Configure proxy settings

Configure the proxy in **local\_client-start.bat**. Add the proxy configuration on Line 2 after **java\bin\java -cp libs\\*** -

For Example: **-Dhttp.proxyHost=<Proxy\_name> -Dhttp.proxyPort=<Proxy\_port>**

### Proxy Limitation:

- HTTPS proxy is not supported.
- Proxy with authentication is not supported.
- Proxy scripts (.pac files) are not supported.
- Client authentication / CAC (Common Access Card) is not supported.
- The default system proxy cannot be disabled.

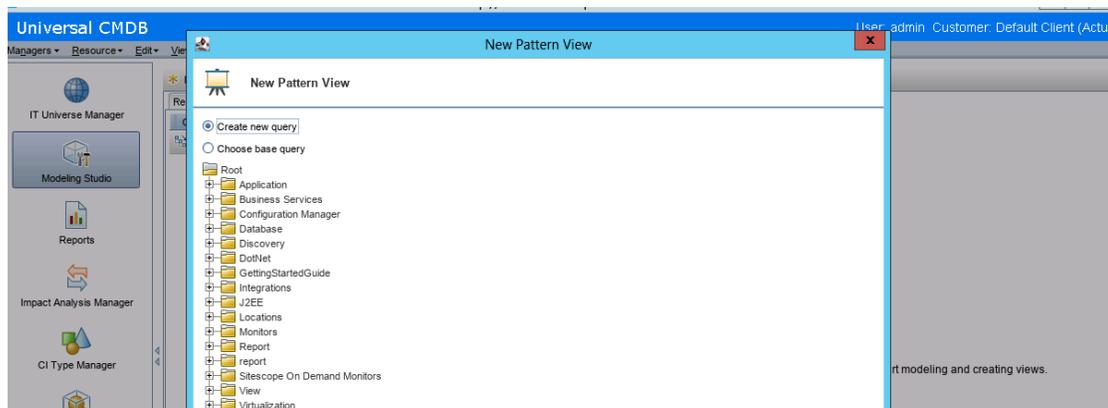
## Limitations

1. No support for CAC to login Local Client.
2. **Diagnostics** application should be launched from **Applications** only. Launching **Diagnostics** application from **Admin** is not supported.
3. Cross launch for SiteScope (SAM Admin), System Health, BPM agents and RUM applications are not supported.
4. No support for RTSM links. Use UCMDB Local Client to open the RTSM screens.
5. Creating a Link to APM Page (**Admin > Link to this page**) feature is not supported for applets.

## Create Global Views and Local Impact Views

Perform the below steps:

1. Create Global Impact View from Universal CMDB Local client and save.



2. Go to APM's JMX URL <http://localhost:29000> and (Topaz:service=liv\_manager)
3. Search for JMX method **createLivAspect**.

## java.lang.String createLivAspect

createLivAspect

Parameters

Name	Class	Value	Description
p0	java.lang.Integer	1	p0
p1	java.lang.String	Gbl_to_Lcl_View  x	p1
p2	java.lang.Boolean	<input checked="" type="radio"/> true <input type="radio"/> false	p2

Invoke

---

where, p0 = CustomerId, p1 = Global View name. p2 = isSynched to be true always.

4. Click **Invoke**. A new windows opens with the message **Action performed successfully**.

**NOTE:**

If any invalid/ non-existent view name is provided, you will receive an error message stating **Action failed. queryName cannot be null or empty.**

OR

If any LIV view name is provided, you will receive an error message stating **Action failed. Failed to clone indicators.**

5. Verify if the Global Impact view is converted to Local impact view, using the JMX method **getLivProperties**.

## java.lang.String getLivProperties

getLivProperties

Parameters

Name	Class	Value	Description
p0	java.lang.Integer		p0
p1	java.lang.String		p1

Invoke

---

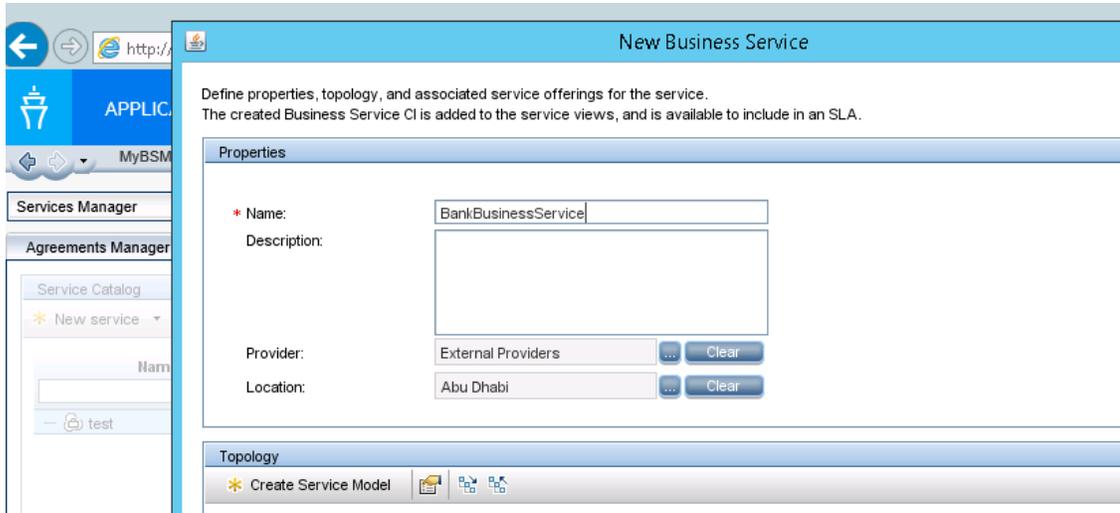
where p0 is Customer Id, p1 us livName.

6. 6. Click **Invoke**. A new windows opens with the message **Action performed successfully**.

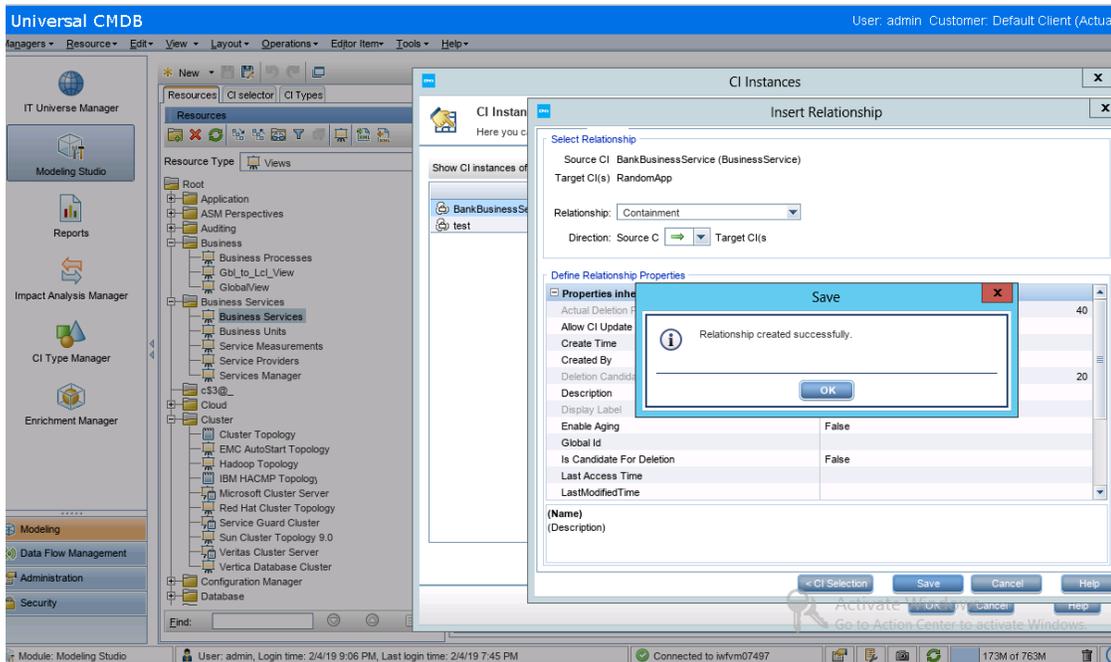
# Create Service Model and link to Business Service

Perform the below steps:

1. Create Service. Go to **Admin > Service Level Management > Service Manager > New Business Service** using Local Client.
2. Enter the name of Business Service. Click **Save**.



3. Open Universal CMDB client connecting to the same APM as referred earlier. To open Business Service, go to **Modeling Studio > Resources > Business Services > Business Service**.
4. Select the Business Service and get Element instances and link the Business Service to any existing CI.



5. You can open and edit the Business Service. Verify if the Service model is linked under Topology tab in APM Local Client.

## Recipient Management

You can add, edit and delete recipients page from the parent recipient page. To perform these actions, go to **Administration > platform > Recipients > Recipients management**.

## View CI status

Follow the steps:

1. Go to **Site Map > Applications > Service Health > Top View**.
2. Click on the icon  of the CI that you want to view.
3. A new window opens with the KPI status and Health Indicators of the corresponding CI.
4. Drill down to view the list of reports available for the selected CI.
5. To view the report, you must go to **Site Map > Applications**. Click the report link. The report opens in the browser.

## Troubleshoot

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

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