

Application Performance Management

Software Version: 9.50IP2

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- 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 support contacts
- Review information about available services
- Enter into discussions with other software customers
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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.

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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.

Universal CME	ов ,		lls.	ar_admin Customer: Default Client (Actual
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- 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	
р0	java.lang.Integer	1	p0	
p1	java.lang.String	Gbl_to_Lcl_View ×	p1	
p2	java.lang.Boolean	⊙ true ⊖ 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 falied**. **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**.

(=) (2) http://	<u>چ</u>	New Business Service			
APPLIC,	Define properties, topology, and associated service offerings for the service. The created Business Service CI is added to the service views, and is available to include in an SLA.				
🗘 🖒 🗸 MyBSM	Properties				
Services Manager Agreements Manager Service Catalog * New service ~	* Name: Description:	BankBusinessService			
Nam	Provider:	External Providers Clear			
	Location:	Abu Dhabi Clear			
— 🕞 test					
	Topology				
	* Create Service Model				

- 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.

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Administration Administration Security Find: Configuration Manager Find: Configuration Manager Find:	Enrichment Manager Modeling Data Flow Management Administration Security	Custer Topology Custer Topology Hadoop Topology Hadoop Topology BM HACMP Topology Generative Custer Server Generative Custer Server Custer Copology 9.0 Custer Copology 9.0 Custer Copology 9.0 Configuration Manager Database End:		Deploy Late Enable Aging Global Id Is Candidate For Deletion Last Access Time Last ModifiedTime (Description)	False False False CEI Selection Activate Music music Activate Music music Co to Action Center to acc	Cancel Hep Issu Hep

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 is 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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Feedback on Application Performance Management (Micro Focus Application Performance Management 9.50IP2)

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