HP Business Service Management

For the Windows, Linux operating systems

Software Version: 9.20

BSM - Diagnostics Integration Guide

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This product includes software developed by the JDOM Project (www.jdom.org).

This product includes software developed by the MX4J project (mx4j.sourceforge.net).

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Diagnostics and HP Business Service Management 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 BSM, 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 BSM, you can track the performance status of your applications that are being monitored by Diagnostics.

The Diagnostics integration with BSM enables you to drill down to Diagnostics data from specific BSM configuration items and reports. You can also generate high level reports in BSM 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 Installation and Configuration Guide* and 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 HP Business Service Management

To view Diagnostics data in HP Business Service Management, you must register the Diagnostics server machine in HP Business Service Management.

1. **Register Diagnostics**

   In BSM, 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 BSM 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 HP Business Service Management connects to Diagnostics.

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

   Click **Submit** to register the server with BSM. The Diagnostics Server details are saved in BSM and BSM 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 *Diagnostics Installation and Configuration Guide* (select **Help > Diagnostics HP Diagnostics Installation and Configuration Guide**).

3. **View Diagnostics data in BSM**

   To view relevant Diagnostics information, select **Application > Service Health**, select the Diagnostics View in Model Explorer, and click the appropriate tab.

4. **Access Diagnostics from BSM**

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

> **Note:** For information about the Diagnostics data displayed in BSM, select **Help > Diagnostics Help > HP Diagnostics User's Guide** or refer to the section "Integrations with Other HP Software Products" in the *Diagnostics User's Guide*. The *Diagnostics Installation and Configuration Guide* and the *Diagnostics Users Guide* can be accessed from the online help in the Diagnostics UI (and not from within the BSM help system).