Integrate User Experience into Your IT Operations Dashboards with HPE AppPulse and Operations Bridge

March 8, 2016

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Carolinas Chapter Leader

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Today's Speakers

Eric Odell
Sr. Product Marketing Manager
Hewlett Packard Enterprise

Darren Pozzi
Product Marketing Manager
Hewlett Packard Enterprise

Dan Iuster
Technical Marketing Manager
Hewlett Packard Enterprise

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Webinar Control Panel

Toggle View Window between Full screen/window mode.

Questions

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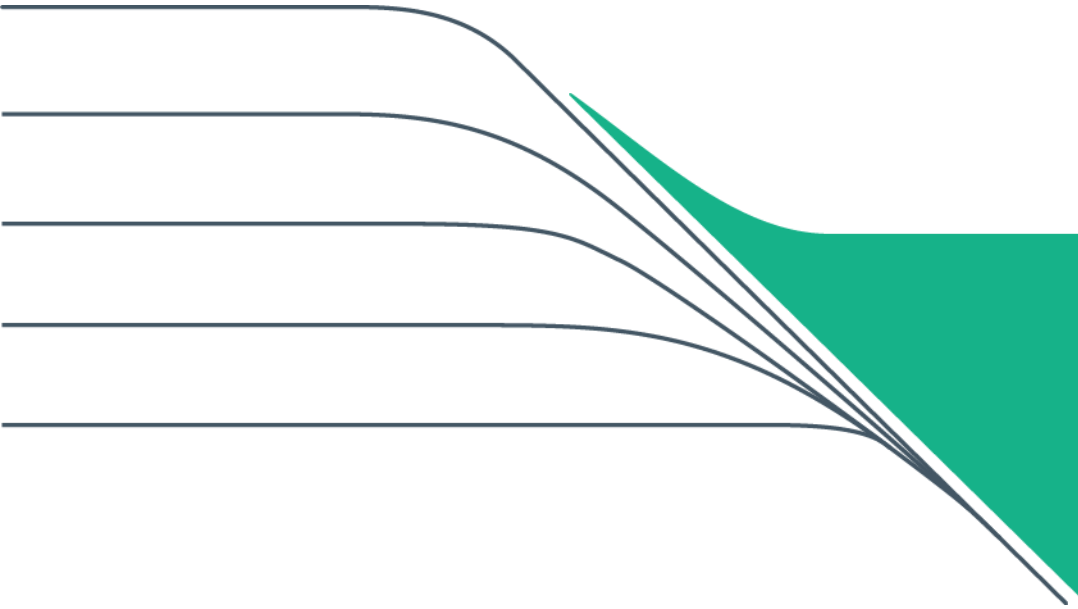
Visibility to events impacting your user's experience

Integrate user experience into your IT Operations dashboard with Operations Bridge & AppPulse

Eric Odell, Darren Pozzi & Dan Iuster

Agenda



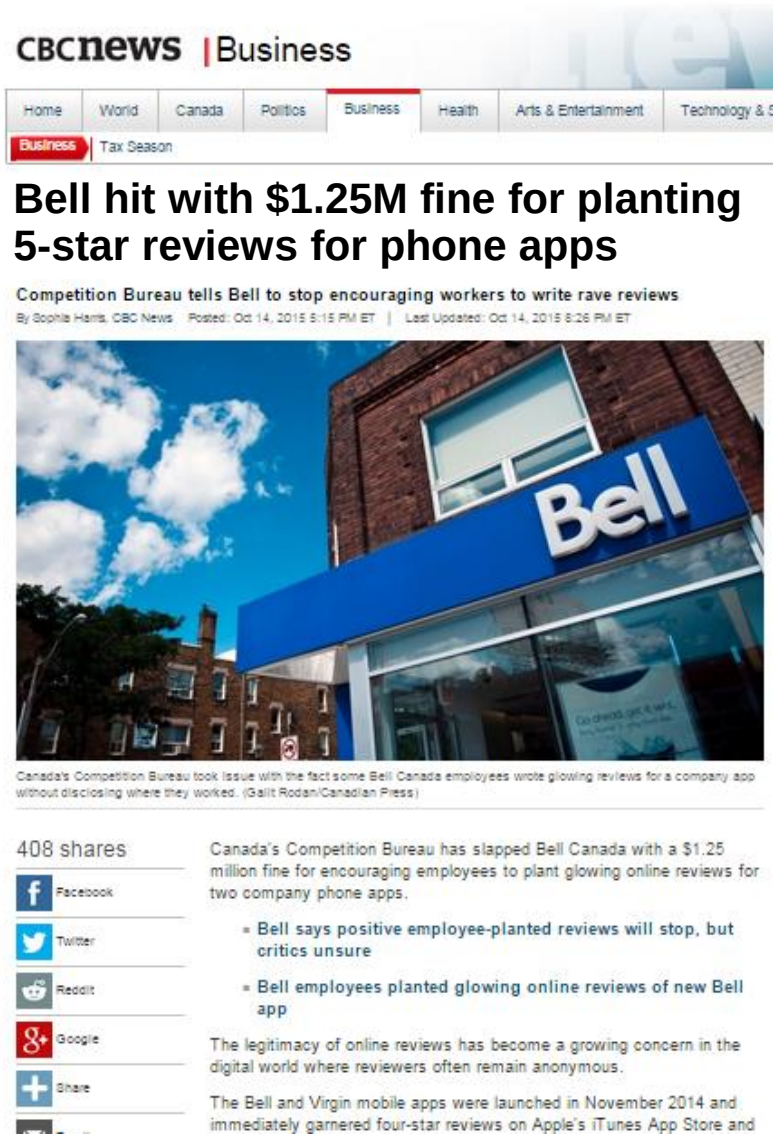
Integrating UX into your IT Dashboard

Is user experience the new SLA?

Transforming IT from cost function to value creator

Use cases: Delivering synthetic monitoring and real user data into your operations bridge

User experience in the news



CBC news | Business

Home | World | Canada | Politics | Business | Health | Arts & Entertainment | Technology & S

Business | Tax Season

Bell hit with $1.25M fine for planting 5-star reviews for phone apps

Competition Bureau tells Bell to stop encouraging workers to write rave reviews

By Sophia Harris, CBC News · Posted: Oct 14, 2015 5:15 PM ET | Last Updated: Oct 14, 2015 8:26 PM ET

Canada's Competition Bureau took issue with the fact some Bell Canada employees wrote glowing reviews for a company app without disclosing where they worked. (Galit Rodan/Canadian Press)

408 shares

Facebook

Twitter

Reddit

Google

Share

Canada's Competition Bureau has slapped Bell Canada with a $1.25 million fine for encouraging employees to plant glowing online reviews for two company phone apps.

- **Bell says positive employee-planted reviews will stop, but critics unsure**
- **Bell employees planted glowing online reviews of new Bell app**

The legitimacy of online reviews has become a growing concern in the digital world where reviewers often remain anonymous.

The Bell and Virgin mobile apps were launched in November 2014 and immediately garnered four-star reviews on Apple's iTunes App Store and

Source: CBC News, October 14, 2015, "Bell hit with $1.25M fine for planting 5-star reviews for phone apps" by Sophia Harris

Bell Agrees To $1.25 Million Fine After Fake Company App Reviews

CP | By The Canadian Press

Posted: 10/14/2015 5:01 pm EDT | Updated: 10/14/2015 5:59 pm EDT

34 | 16 | 8 | 2 | 5 | 0 | 5

Like | Share | Tweet | Share | LinkedIn | Pin it | Comment | Print

THE CANADIAN PRESS

OTTAWA — Bell Canada has reached a deal with the federal Competition Bureau involving the anonymous posting of favourable reviews of company apps by Bell employees.

Under the deal, in which Bell also agreed to a $1.25-million administrative penalty, the company has "affirmed its commitment not to direct, encourage or incentivize its employees or contractors to rate, rank or review apps in app stores," the bureau said Wednesday.

The issue came to light in November 2014 when certain Bell employees were encouraged to post positive reviews and ratings of the free MyBell Mobile app and Virgin My Account app on the iTunes App Store and the Google Play Store.

Source: The Canadian Press, October 14, 2015, "Bell Agrees to $1.25 Million Fine After Fake Company App Reviews"

What is user experience?

Utility | Usability | Aesthetics | Playfulness

Identification | Stimulation | Value | Empowerment

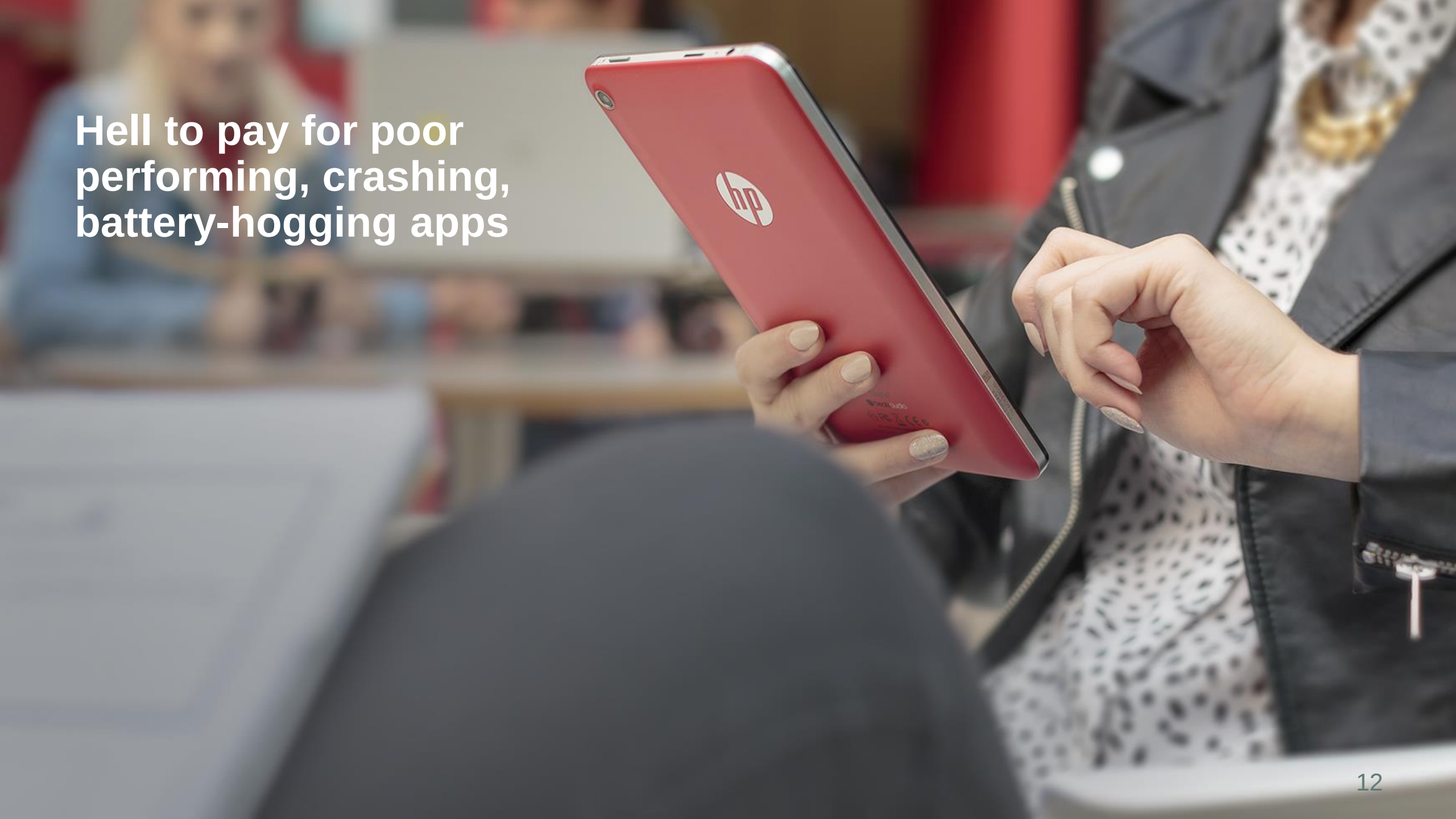
“UX is the perceived quality when the user is doing a work task.”

“Delivering User Experience with Agile Development Teams”

by Magnus Revang, Gartner, June 25, 2015

– Used with permission

Hell to pay for poor performing, crashing, battery-hogging apps



Rising user expectations

61%
expect load times
<4 seconds

49%
expect response times
<2 seconds

53%
delete apps for
crashes & errors

– App Usage & Abandonment Survey
Dimensional Research, 2015

Hewlett Packard
Enterprise

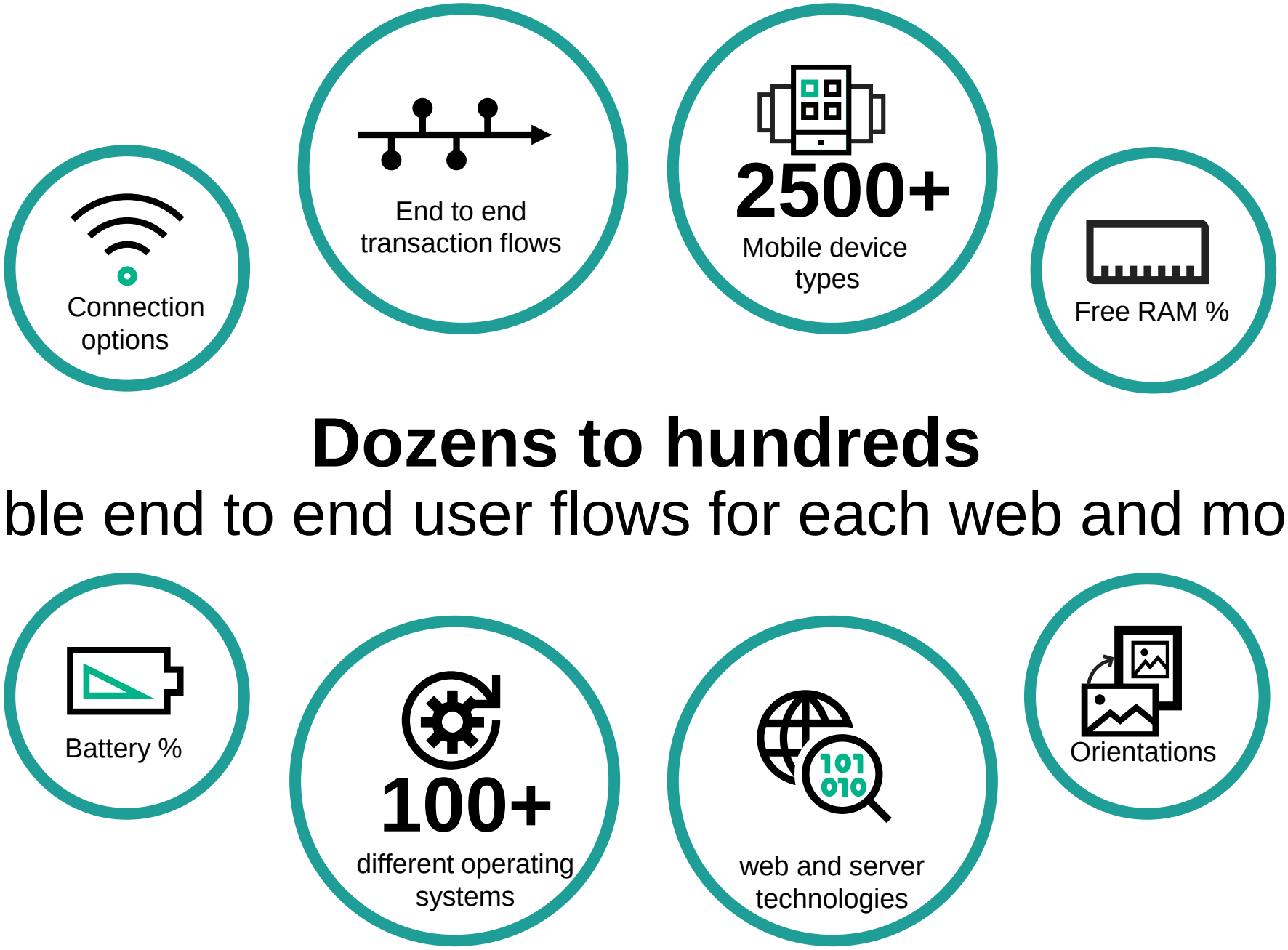
When should you monitor the user experience?

“The worst way to monitor performance is to wait for someone to complain. We have to know about slowdowns before anyone has to call in.”

– Chris Trimper,
Enterprise Quality Assurance
Senior Automation Analyst

Independent Health

User experience is the new SLA



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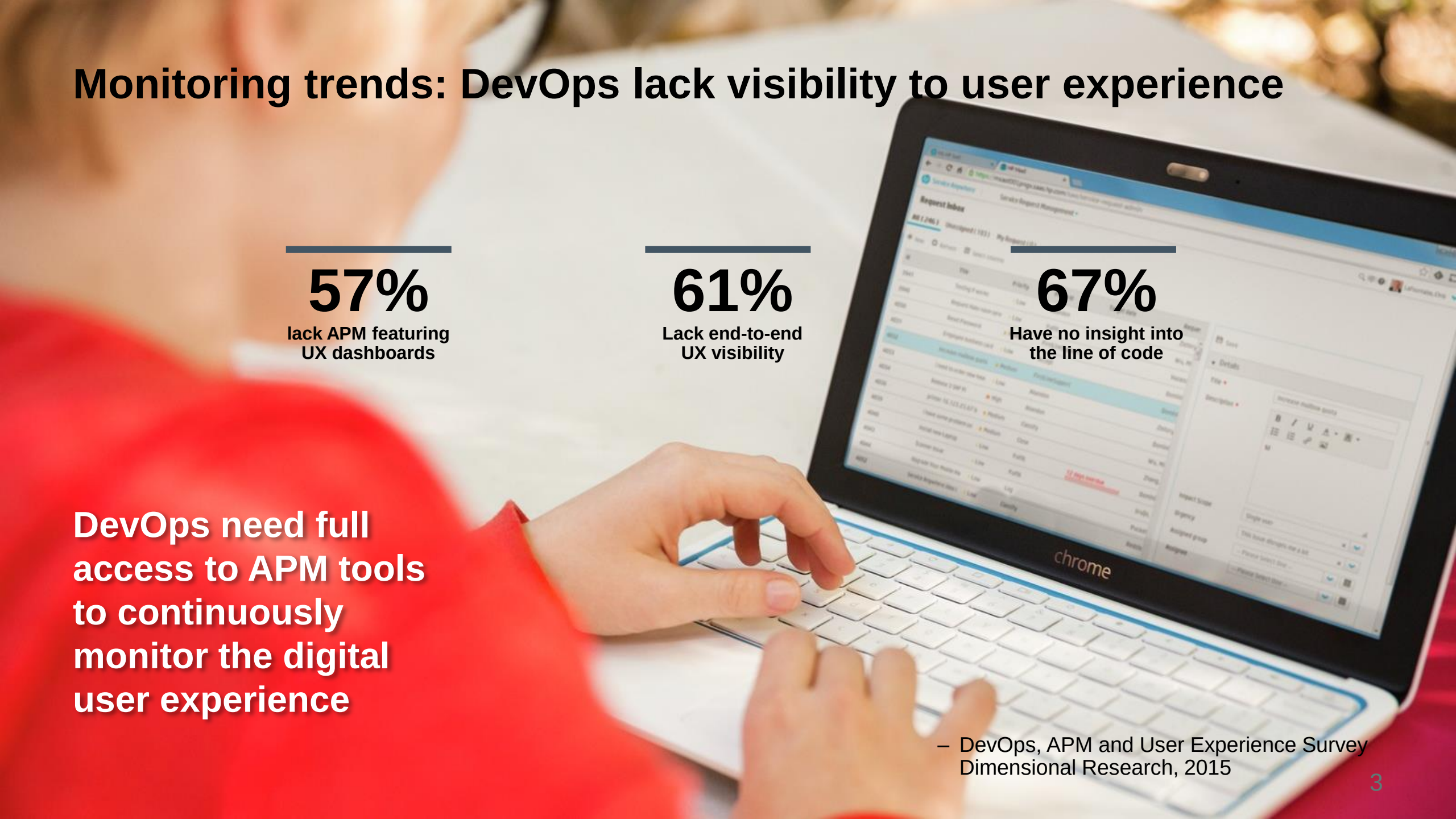
Monitoring trends: DevOps lack visibility to user experience



57%
lack APM featuring UX dashboards

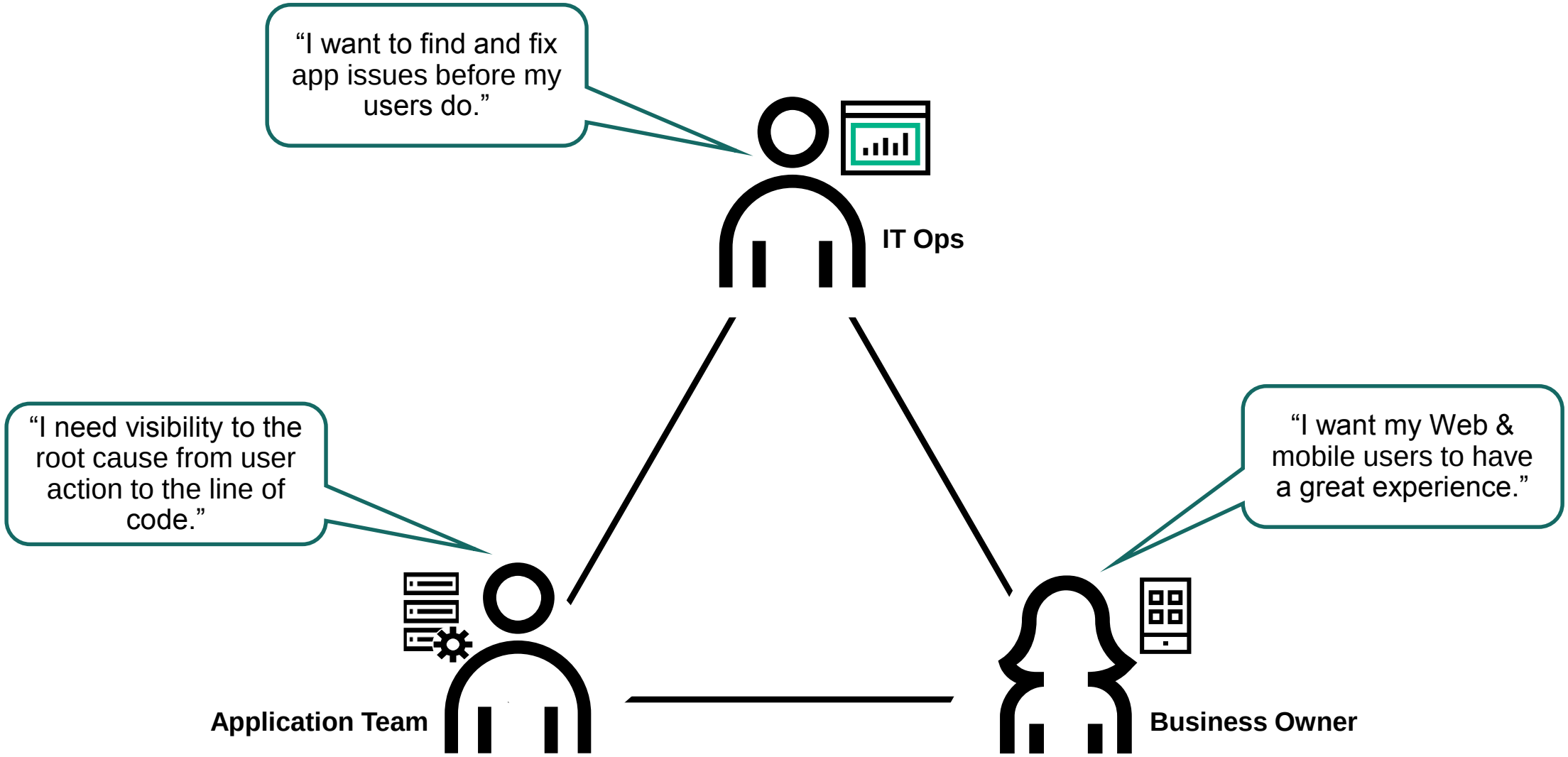
61%
Lack end-to-end UX visibility

67%
Have no insight into the line of code

DevOps need full access to APM tools to continuously monitor the digital user experience

– DevOps, APM and User Experience Survey Dimensional Research, 2015

Requirements for monitoring the user experience



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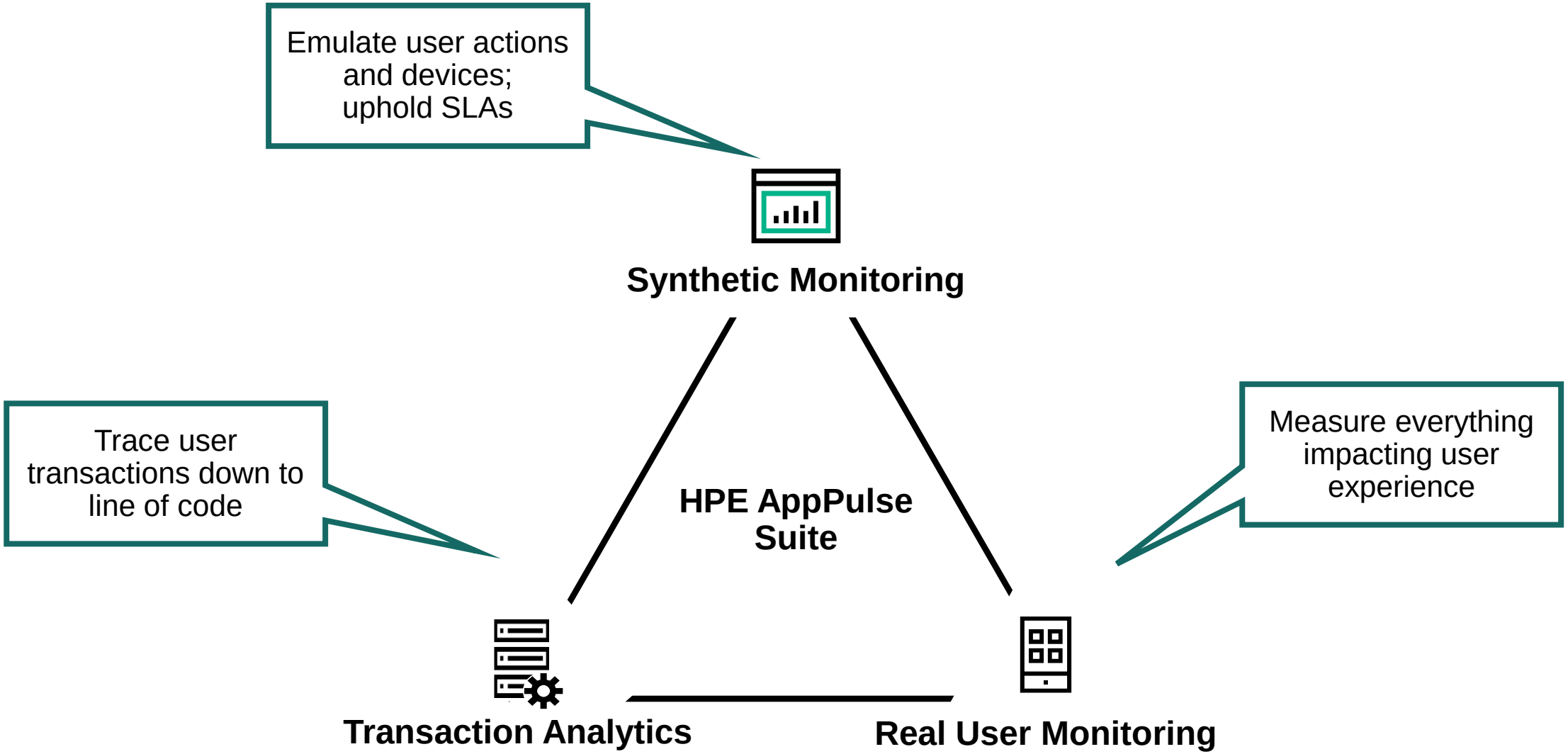
Monitoring the user experience from end to end



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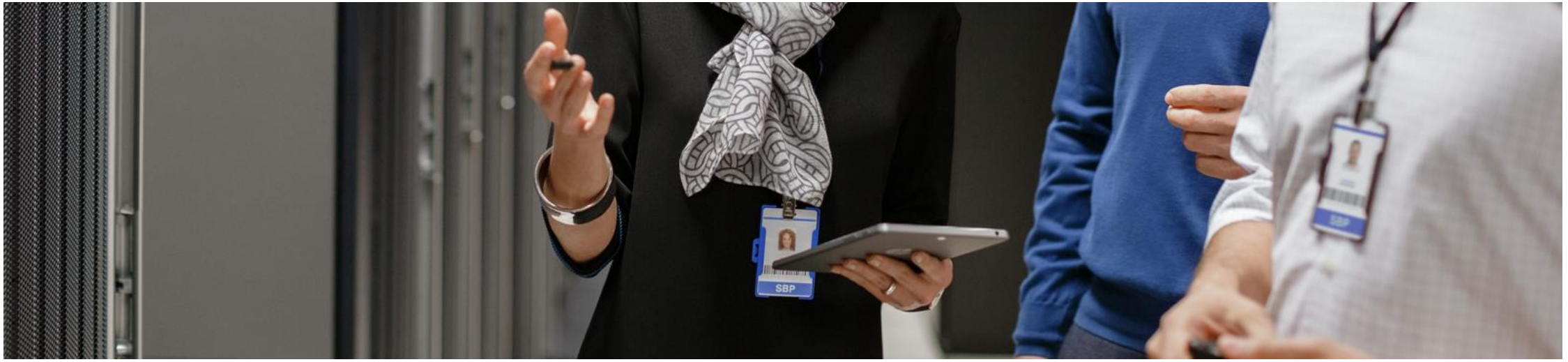
HPE Operations Bridge with HPE AppPulse Suite

Transforming IT from being a cost function to becoming a value creator

IT Operations pain points

Intelligent management for digital business



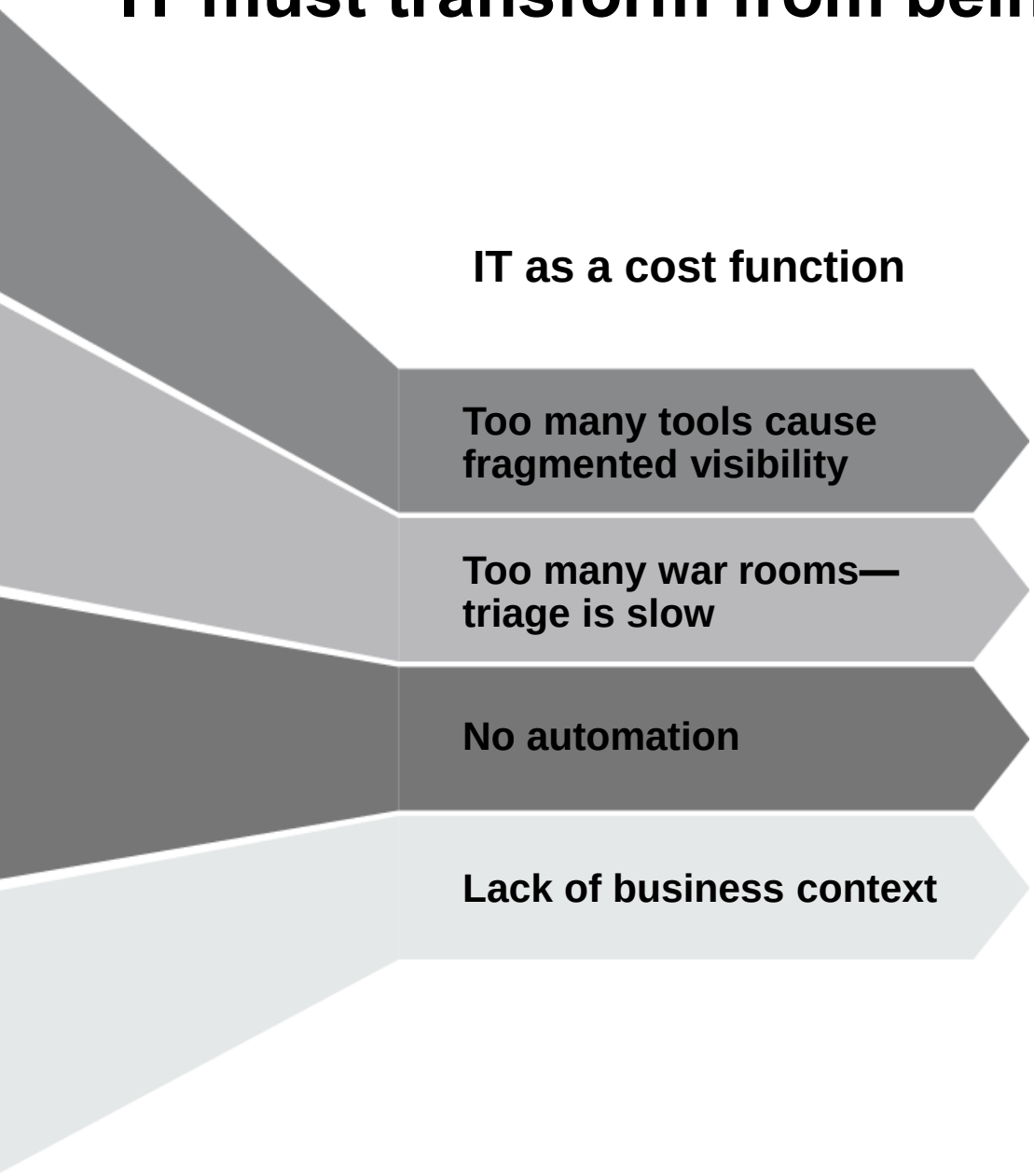
Cost of ownership | **Fragmented visibility** | **Limited automation**

"*IT operations leaders are challenged to show how the services they provide tie to business value and move the organization forward*."[1]

Hewlett Packard Enterprise

[1]- Gartner group Special Report – 24th September 2014

IT must transform from being a cost function…



Creates negative impact

- Lost revenue
- Customer churn
- Less funding
- High cost Ops

…to become a value creator

Targeting business value makes

- **Business on target**
- **Best user experience**
- **Strategic funding**
- **More value with less effort**

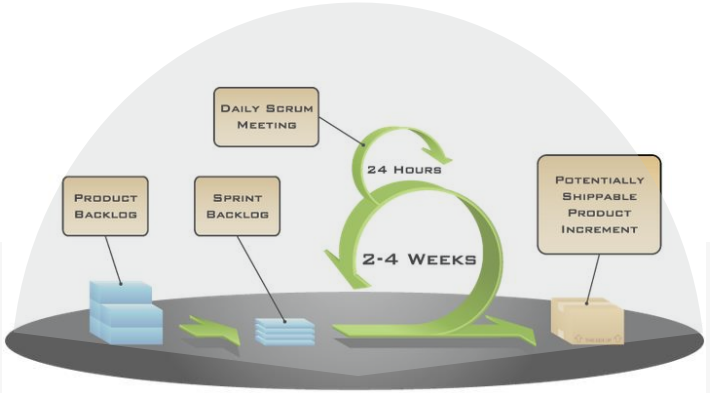
IT as a strategic partner

- **Single-pane-of-glass across IT landscape**
- **Automated analytics**
- **Automated remediation**
- **Strategic data for business**

1. Monitoring Must Evolve to Meet Tomorrow's Demands, July 28, 2014, G00263511, Analyst: Jonah Kowall.

The IT Ops new world

- **Visibility into your end user's experience**



- Agile Development creates rapidly changing applications
- Built in diverse languages and running in diverse language runtimes

RAILS Java php Microsoft .net SAP Microsoft Exchange Server 2010

- Running on next generation deployment platforms

Spring 2.5 nodeJS CLOUD FOUNDRY python CumuLogic

- Deployed on multiple virtualization platforms

vmware Windows Server 2012 KVM redhat Xen Server™

- Running on scaled out commodity hardware

- Located in multiple clouds with multiple owners

Your Cloud Hybrid Cloud Public Cloud

My Workspace - OPERATIONS MANAGER i - Windows Internet Explorer

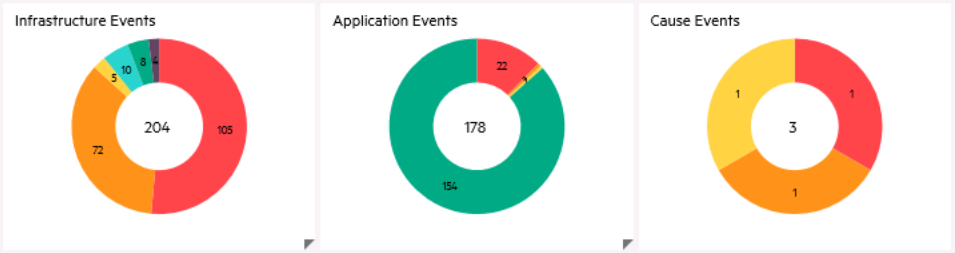
http://omi10svr.advantageinc.hpswdemo.com/opr-web/framework/app#/myWorkspace/

OPERATIONS MANAGER i | Workspaces | Administration | search for menu items ... | admin

Workspaces / My Workspace

AOB IG Status & Action | AOB IG Dashboard 2 | AOB IG Dashboard | Watch List - Operator | Event Perspective | Discover OMi | KPI Over Time | Manager Of Managers

MANAGER OF MANAGERS MAIN



EVENT BROWSER

<No Filter> | <No Filter> | Search Events (Ctrl+F)

Sev	Prio	C	N	I	A	U	D	St...	Time Received	Title	Related CI	User	Group
									2/7/16 09:21:59 AM	Metric 'status' changed status from 'good' to 'error'			
									2/7/16 12:41:37 PM	NNMi: C4K_IOSMODPORTMAN-4-POWERSUPPLYF			
									2/7/16 12:41:37 PM	Ping to ESX server unavailable			
									2/7/16 12:41:37 PM	ESX Application unavailable			
									2/7/16 12:41:37 PM	Ping to SharePoint VM unavailable			
									2/7/16 12:42:01 PM	SCOMAlert: AD Domain Availability Health Degraded			
									2/8/16 03:39:06 AM	ESX Application unavailable			
									2/8/16 03:41:03 AM	ESX Application unavailable			
									2/8/16 03:47:39 AM	ESX Application unavailable			
									2/9/16 03:04:34 AM	Test_AppPulseOM1_17			
									2/9/16 03:16:54 AM	Alert: Stocks Availability Alert Triggered on Applicatio			
									2/9/16 03:53:07 AM	Metric 'License days remaining' changed status from			
									2/9/16 09:30:06 PM	EventID: 0x00000400 (1024) - (NDP2006) Unexpecte			
									2/9/16 09:37:28 PM	THis is a test message			
									2/11/16 05:24:18 AM	Alert: Default Performance Alert Triggered on Applica			
									2/10/16 12:57:39 AM	Back to normal: Threshold violation(s) for Probe. Imp	2/ROOT/checkbooks		
									2/10/16 01:17:39 AM	Back to normal: Threshold violation(s) for Probe. Imp	2/ROOT/checkbooks		
									2/10/16 10:57:50 AM	Back to normal: Threshold violation(s) for Http Status	2/ROOT/checkbooks		
									2/10/16 10:59:51 AM	Back to normal: Threshold violation(s) for Http Status	2/ROOT/checkbooks		
									2/11/16 01:59:58 AM	Back to normal: Threshold violation(s) for latency. Im	2/ROOT/checkbooks		
									2/11/16 03:32:58 AM	Back to normal: Threshold violation(s) for latency. Im	2/ROOT/checkbooks		
									2/10/16 05:46:54 PM	Back to normal: Threshold violation(s) for Probe. Imp	AdminServer (OBAAPP2)		
									2/11/16 04:08:28 AM	Back to normal: Threshold violation(s) for latency. Im	AdminServer (OBAAPP2)		
									2/10/16 05:46:54 PM	Back to normal: Threshold violation(s) for Probe. Imp	AdminServer (OBAFE1)		
									2/11/16 05:06:39 AM	Back to normal: Threshold violation(s) for latency. Im	AdminServer (OBAFE1)		
									2/10/16 10:09:21 AM	Back to normal: Threshold violation(s) for Probe. Imp	AdminServer (obafe2)		
									2/11/16 03:32:28 AM	Back to normal: Threshold violation(s) for latency. Im	AdminServer (obafe2)		
									2/11/16 05:05:38 AM	Threshold violation(s) for GC - GC Time Spent in Co	AdminServer (obapremium)		

Items: 441 of 441 (1) | 141 | 73 | 10 | 15 | 197 | 5 | 0 | 0 | 1 | 440

EVENT DETAILS

Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.

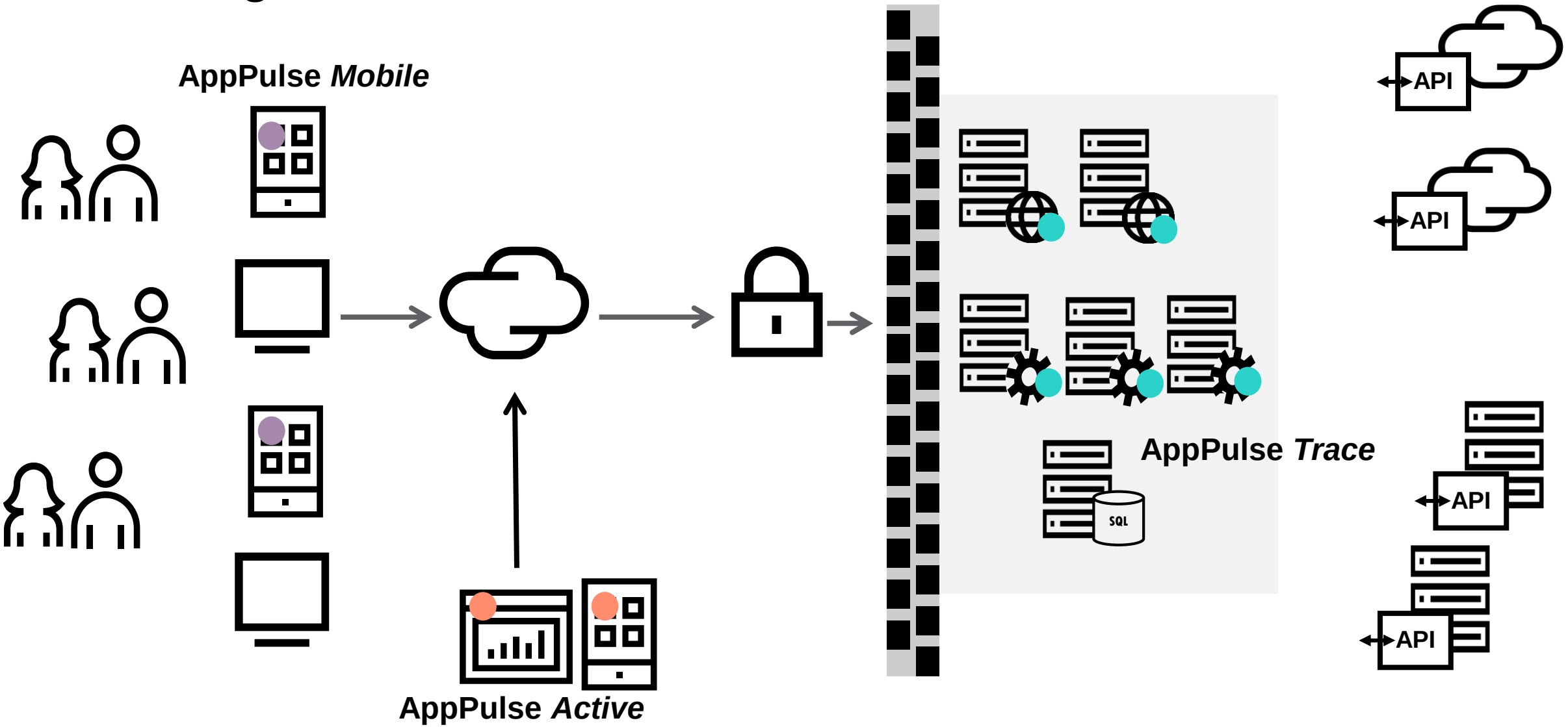
General | Additional Info | Source Info | Actions | Annotations | Custom Attributes | Related Events | History | Resolver Hints | Instructions | Forwarding

ID:	a46e2ba7-4f9a-4ca2-be0c-el	Related CI:	
Severity:	Critical	Node:	
Lifecycle State:	Open	Source CI:	
Priority:		Time Created:	2/4/15 11:14:50 PM
Assigned Group:		Time First Received:	2/4/15 11:14:50 PM
Assigned User:		Time Received:	2/4/15 11:14:50 PM
Category:	Application	Time State Changed:	–
Subcategory:	bpm.transaction.alert.type	Event Type Indicator:	–
Control Transferred:	–	Duplicate Count:	0

Title: Alert: Stocks Availability Alert Triggered on Application : Advantage Web, Trigger Cause: 1 out of 5 transactions failed.

Start | 5:26 AM 2/11/2016

Monitoring



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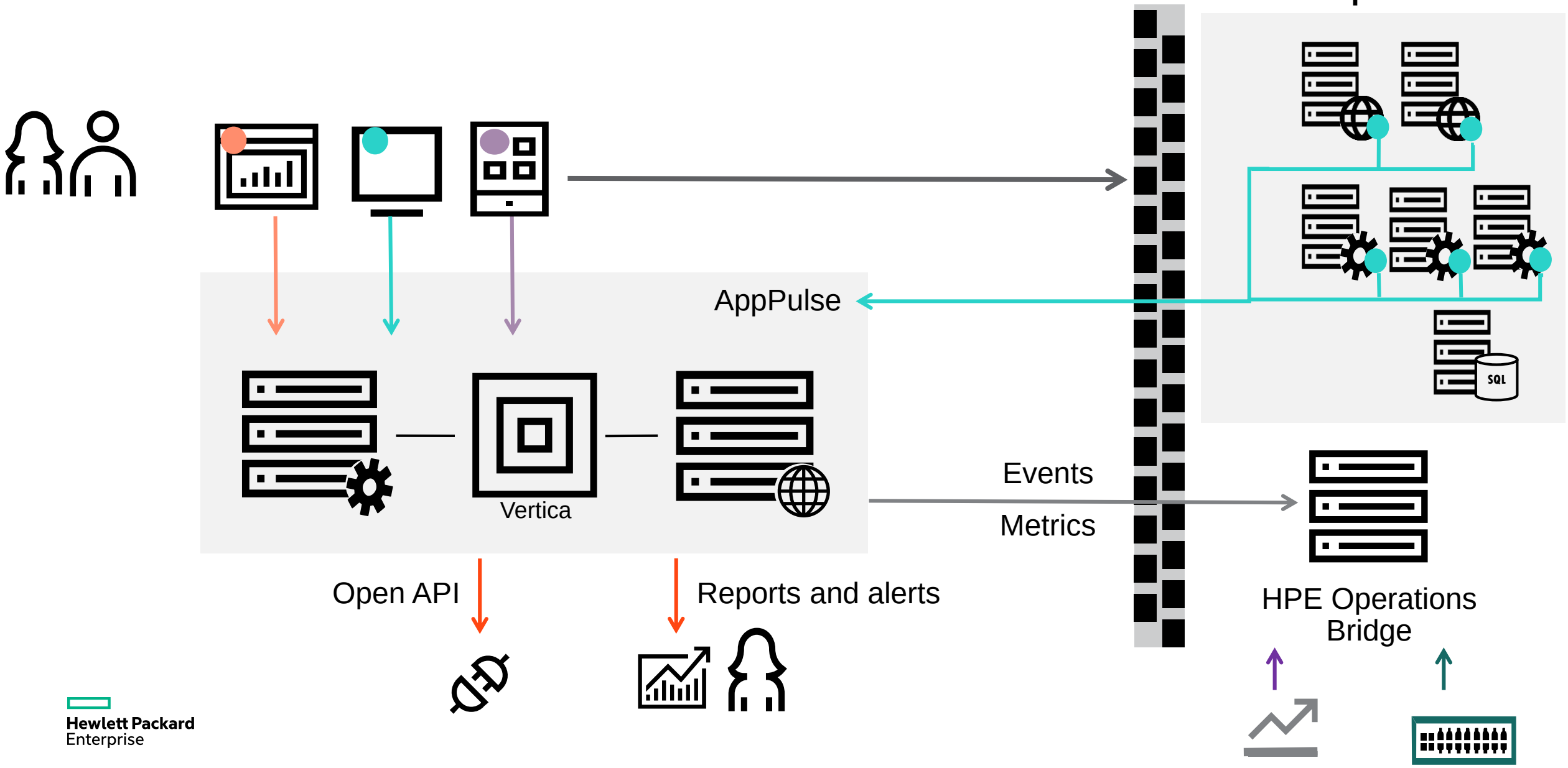
Monitoring architecture

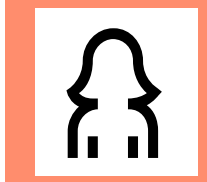


Hewlett Packard Enterprise

Use case

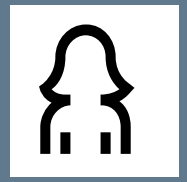
AppPulse Active integration

Proactive Detection with AppPulse Active & AppPulse Trace



Laura F.

DBA
IT Operations



Tammy K.

DevOps Engineer
Online Banking Engineering

Jake S.

NOC Operator
Corporate IT

Hewlett Packard
Enterprise

Operations Console - OPERATIONS MANAGER i - Windows Internet Explorer

http://omi10svr.advantageinc.hpswdemo.com/opr-web/framework/app#/oprConsole/performancePerspective/

Operations Console - OPERA...

Login - HPE Operations Man... | AOB | BPM (OMW-NY) | BPM SyH (AT&T,Singa) | BSM | citrix | Diagnostics | HP Operations Analytics | Login - HP Operations Mana... | OMi Business Value Dashboard | highlights | HP Real User Monitor | OLI | Service Manager | SHA clip | SiS | SIS2 | Suggested Sites | SyH

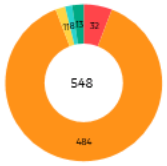
OPERATIONS MANAGER i Workspaces Administration search for menu items ... admin

Workspaces / Operations Console

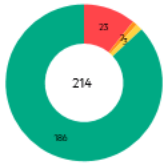
spective | AOB IG Status & Action | Monitoring Dashboard | OMi Health Status | AOB IG Dashboard | Manager Of Managers | Watch List - Mobile | Mobile WatchLIst | Performance Perspe | Select Page

MANAGER OF MANAGERS MAIN

Infrastructure Events



Application Events



Cause Events

Last 5 Minute Events

EVENT BROWSER

<No Filter> | Saas for 422101... | Search Events (Ctrl+F)

Sev	Prio	C	N	I	A	U	D	Sta...	Time Received	Title	Re
									3/2/16 09:39:21 PM	Alert: Active Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/3/16 01:26:50 AM	Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed	
									3/2/16 11:44:00 PM	Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed	
									3/2/16 11:44:00 PM	Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed	
									3/2/16 11:44:00 PM	Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed	
									2/9/16 03:16:54 AM	Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions fail	
									3/2/16 11:45:38 PM	Alert: Default Availability Alert Triggered on Application : AMB infrastructure, Trigger Cause: 3 out of 3 transactions	
									3/2/16 11:45:37 PM	Alert: Default Availability Alert Triggered on Application : AMB infrastructure, Trigger Cause: 3 out of 3 transactions	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	
									2/25/16 05:11:08 PM	Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.	

Items: 16 of 852 (1) 16 0 0 0 0 0 0 0 0 16

EVENT DETAILS

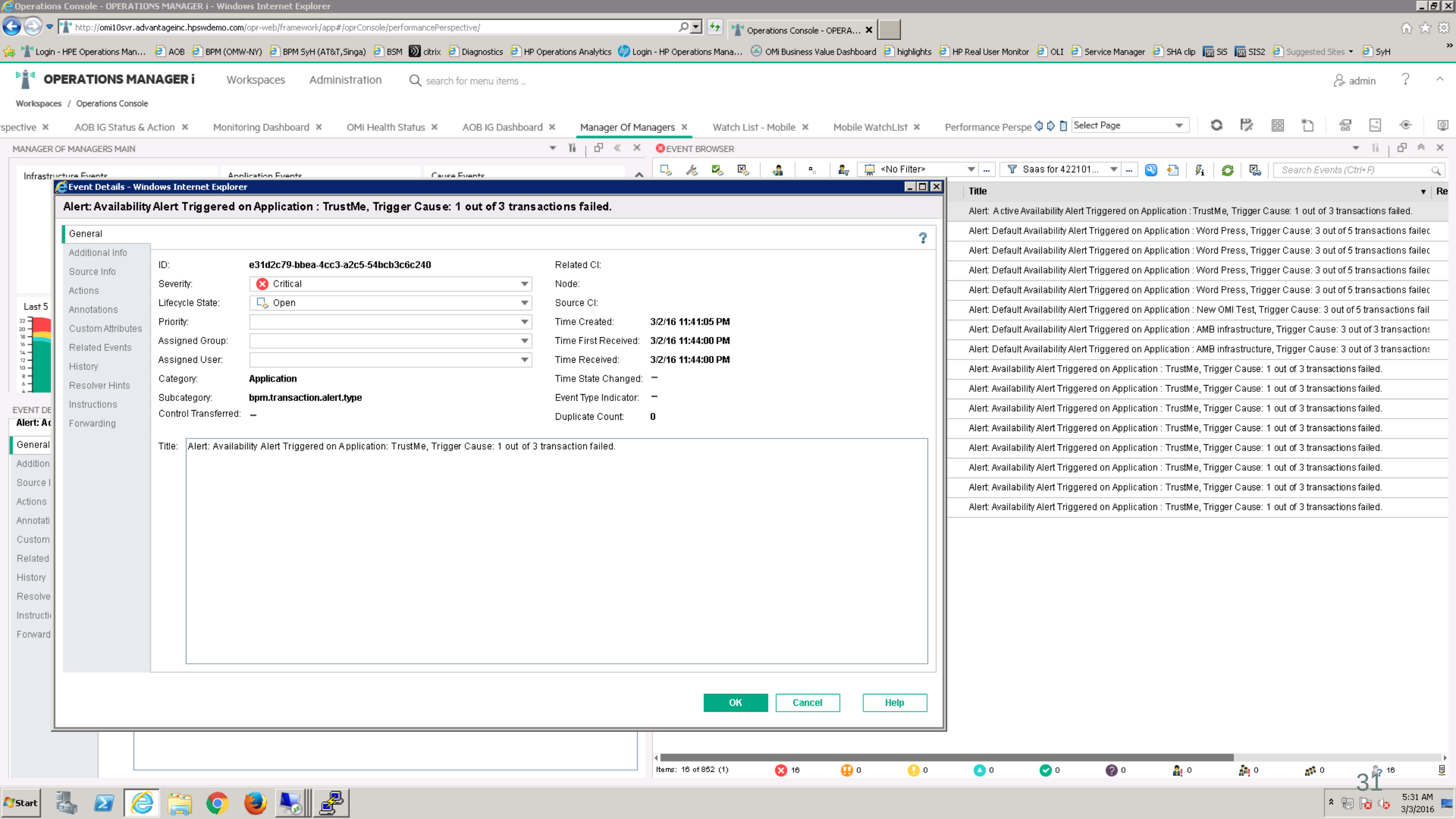
Alert: Active Availability Alert Triggered on Application : TrustMe, Trigger Cause:1 out of 3 transactions failed.

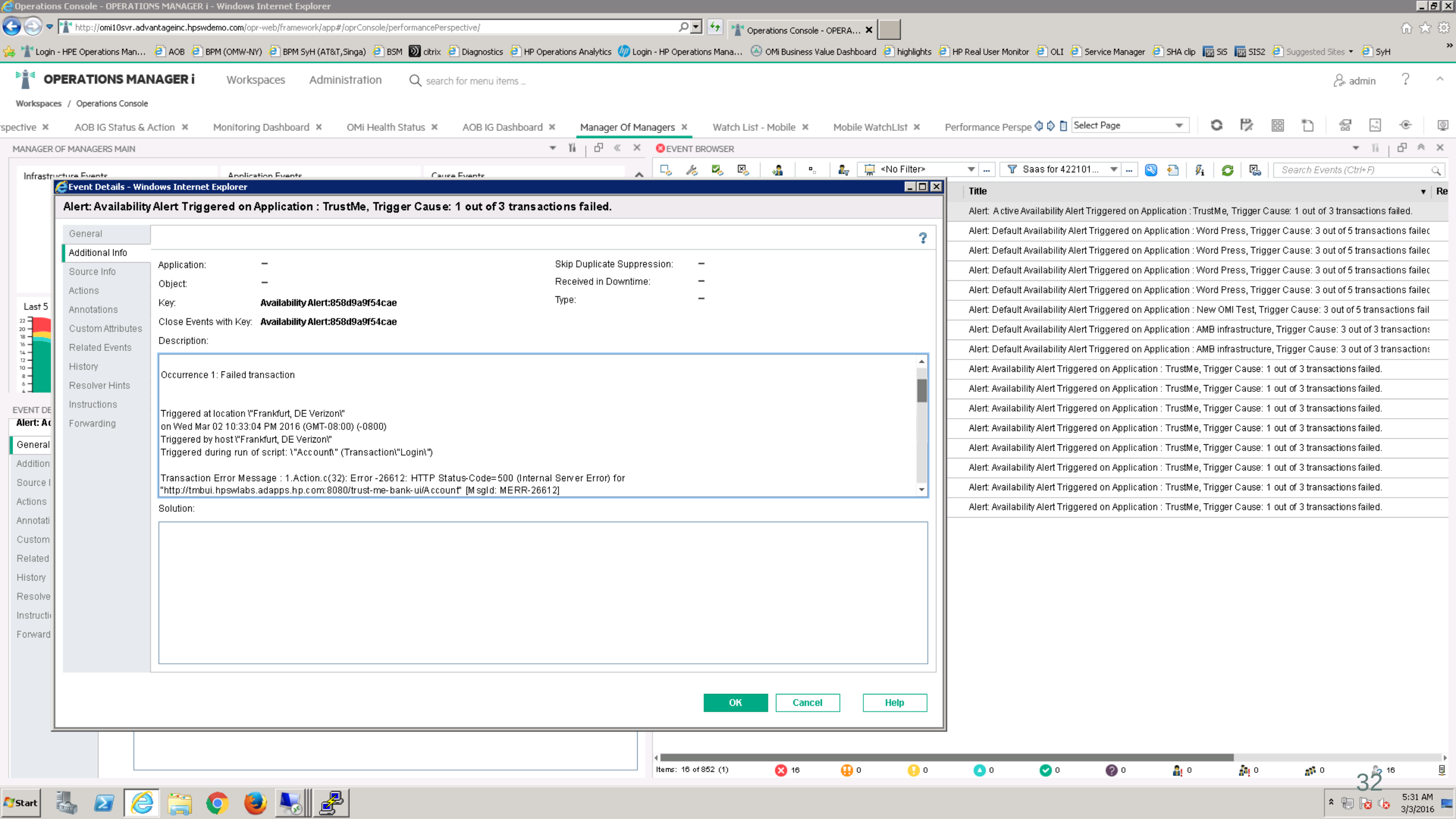
General
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding

ID:	0266187f-b055-438e-b075-334474149	Related CI:	
Severity:	Critical	Node:	
Lifecycle State:	Open	Source CI:	
Priority:		Time Created:	3/2/16 09:38:55 PM
Assigned Group:		Time First Received:	3/2/16 09:39:21 PM
Assigned User:		Time Received:	3/2/16 09:39:21 PM
Category:	Application	Time State Changed:	–
Subcategory:	bpm.transaction.alert.type	Event Type Indicator:	–
Control Transferred:	–	Duplicate Count:	0

Title: Alert: Active Availability Alert Triggered on Application: TrustMe, Trigger Cause: 1 out of 3 transaction failed.

Start 5:31 AM 3/3/2016


Operations Console - OPERATIONS MANAGER i - Windows Internet Explorer
OPERATIONS MANAGER i
Workspaces
Administration
Event Details - Windows Internet Explorer
Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.
General
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding
ID: e31d2c79-bbea-4cc3-a2c5-54bcb3c6c240
Severity: Critical
Lifecycle State: Open
Priority:
Assigned Group:
Assigned User:
Category: Application
Subcategory: bpm.transaction.alert.type
Control Transferred: –
Related CI:
Node:
Source CI:
Time Created: 3/2/16 11:41:05 PM
Time First Received: 3/2/16 11:44:00 PM
Time Received: 3/2/16 11:44:00 PM
Time State Changed: –
Event Type Indicator: –
Duplicate Count: 0
Title: Alert: Availability Alert Triggered on Application: TrustMe, Trigger Cause: 1 out of 3 transaction failed.
OK
Cancel
Help
Title
Alert: Active Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.
Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed
Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions fail
Alert: Default Availability Alert Triggered on Application : AMB infrastructure, Trigger Cause: 3 out of 3 transactions
Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.


Operations Console - OPERATIONS MANAGER i - Windows Internet Explorer
OPERATIONS MANAGER i
Workspaces
Administration
Manager Of Managers
Event Details - Windows Internet Explorer
Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.
General
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding
Application: –
Object: –
Key: Availability Alert:858d9a9f54cae
Close Events with Key: Availability Alert:858d9a9f54cae
Description:
Skip Duplicate Suppression: –
Received in Downtime: –
Type: –
Occurrence 1: Failed transaction
Triggered at location \"Frankfurt, DE Verizon\"
on Wed Mar 02 10:33:04 PM 2016 (GMT-08:00) (-0800)
Triggered by host \"Frankfurt, DE Verizon\"
Triggered during run of script: \"Account\" (Transaction\"Login\")
Transaction Error Message : 1.Action.c(32): Error -26612: HTTP Status-Code=500 (Internal Server Error) for "http://tmbui.hpswlabs.adapps.hp.com:8080/trust-me-bank-ui/Account" [MsgId: MERR-26612]
Solution:
OK
Cancel
Help
Title
Alert: Active Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.
Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed
Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions fail
Alert: Default Availability Alert Triggered on Application : AMB infrastructure, Trigger Cause: 3 out of 3 transactions
Alert: Availability Alert Triggered on Application : TrustMe, Trigger Cause: 1 out of 3 transactions failed.

Operations Console - OPERATIONS MANAGER i - Windows Internet Explorer

http://omi10svr.advantageinc.hpswdemo.com/opr-web/framework/app#/oprConsole/ac98ee79-330a-4264-af11-5f6abfdb5cde/

Operations Console - OPERA... | Users, Groups, and Roles - OPE... | HP Business Service Manageme...

Login - HPE Operations Man... | AOB | BPM (OMW-NY) | BPM SyH (AT&T,Singa) | BSM | citrix | Diagnostics | HP Operations Analytics | Login - HP Operations Mana... | OMi Business Value Dashboard | highlights | HP Real User Monitor | OLI | Service Manager | SHA clip | SiS | SIS2 | Suggested Sites | SyH

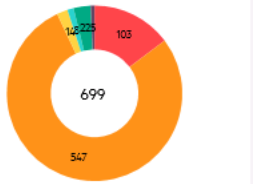
OPERATIONS MANAGER i | Workspaces | Administration | search for menu items ... | admin

Workspaces / Operations Console

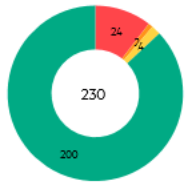
Event Perspective | Health Perspective | AOB IG Status & Action | Monitoring Dashboard | OMi Health Status | AOB IG Dashboard | Manager Of Managers | Watch List - Mobile | Mobile WatchList | Perfor | Select Page

MANAGER OF MANAGERS MAIN

Infrastructure Events

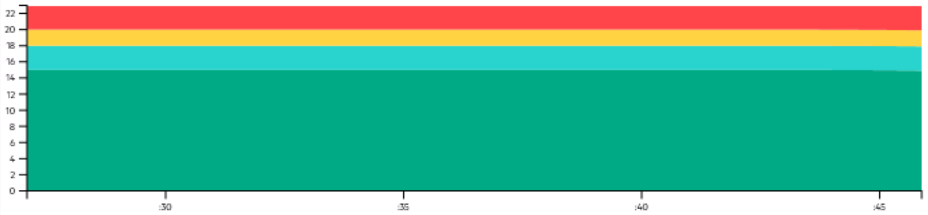


Application Events



Cause Events

Last 5 Minute Events



EVENT BROWSER

<No Filter> | Saas for 422101184 t... | Search Events (Ctrl+F)

Sev	Prio	C	N	I	A	U	D	Sta...	Time Received	Title	Related CI
									2/9/16 03:16:54 AM	Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.	
									2/25/16 05:11:08 PM	Alert: Availability Alert Triggered on Application : Online_Banking, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : Online_Banking, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : Online_Banking, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : Online_Banking, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : Online_Banking, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Availability Alert Triggered on Application : Online_Banking, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed.	
									3/2/16 11:44:00 PM	Alert: Default Availability Alert Triggered on Application : Word Press, Trigger Cause: 3 out of 5 transactions failed.	
									3/2/16 11:44:00 PM	...g, Trigger Cause: 2 out of 2 transactions failed.	
									3/2/16 11:45:37 PM	...frastructure, Trigger Cause: 3 out of 3 transactions failed.	
									3/2/16 11:45:38 PM	...frastructure, Trigger Cause: 3 out of 3 transactions failed.	
									3/6/16 05:48:28 AM	...ne_Banking, Trigger Cause: Response time for 1 out of 1 t	
									3/6/16 06:18:10 AM	...ne_Banking, Trigger Cause: Response time for 1 out of 1 t	

Items: 14 of 1018 (1) 14 0 0 0 0 0 1 0 0 13

Event Assignment

Assigned Group: Applications

Assigned User: Tammy

OK | Cancel

EVENT DETAILS

Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.

General | Additional Info | Source Info | Actions | Annotations | Custom Attributes | Related Events | History | Resolver Hints | Instructions | Forwarding

ID:	a46e2ba7-4f9a-4ca2-be0c-e	Related CI:	
Severity:	Critical	Node:	
Lifecycle State:	Open	Source CI:	
Priority:		Time Created:	2/9/16 03:16:50 AM
Assigned Group:		Time First Received:	2/9/16 03:16:54 AM
Assigned User:	admin	Time Received:	2/9/16 03:16:54 AM
Category:	Application	Time State Changed:	–
Subcategory:	bpm.transaction.alert.type	Event Type Indicator:	–
Control Transferred:	–	Duplicate Count:	0

Title: Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.

Start | 6:30 AM 3/6/2016

Operations Console - OPERATIONS MANAGER i - Windows Internet Explorer

http://omi10svr.advantageinc.hpswdemo.com/opr-web/framework/app#/oprConsole/ac98ee79-330a-4264-af11-5f6abfdb5cde/

Operations Console - OPERA... | Users, Groups, and Roles - OPE... | HP Business Service Manageme...

Login - HPE Operations Man... | AOB | BPM (OMW-NY) | BPM SyH (AT&T,Singa) | BSM | citrix | Diagnostics | HP Operations Analytics | Login - HP Operations Mana... | OMi Business Value Dashboard | highlights | HP Real User Monitor | OLI | Service Manager | SHA clip | SiS | SIS2 | Suggested Sites | SyH

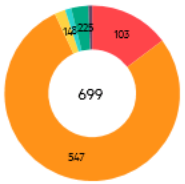
OPERATIONS MANAGER i | Workspaces | Administration | search for menu items ... | admin

Workspaces / Operations Console

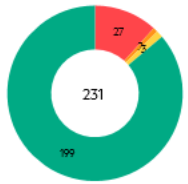
Event Perspective | Health Perspective | AOB IG Status & Action | Monitoring Dashboard | OMi Health Status | AOB IG Dashboard | Manager Of Managers | Watch List - Mobile | Mobile WatchList | Perfor | Select Page

MANAGER OF MANAGERS MAIN

Infrastructure Events

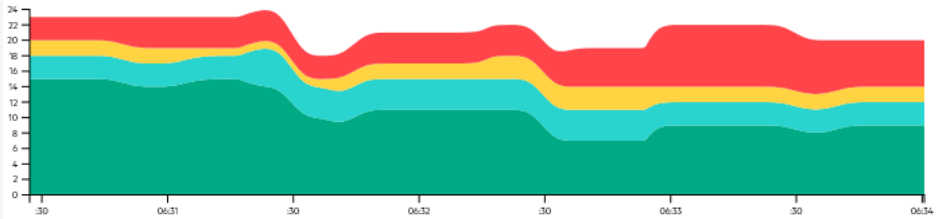


Application Events



Cause Events

Last 5 Minute Events



EVENT BROWSER FOR ADMIN

<No Filter> | <No Filter> | Search Events (Ctrl+F)

Only events that are assigned to me are displayed.

Sev	Prio	C	N	I	A	U	D	Sta...	Time Received	Title	User
									2/9/16 03:16:54 AM	Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.	admin

Items: 1 of 1019 (1) | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0

EVENT DETAILS

Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.

General | Additional Info | Source Info | Actions | Annotations | Custom Attributes | Related Events | History | Resolver Hints | Instructions | Forwarding

ID:	a46e2ba7-4f9a-4ca2-be0c-e	Related CI:	
Severity:	Critical	Node:	
Lifecycle State:	Open	Source CI:	
Priority:		Time Created:	2/9/16 03:16:50 AM
Assigned Group:		Time First Received:	2/9/16 03:16:54 AM
Assigned User:	admin	Time Received:	2/9/16 03:16:54 AM
Category:	Application	Time State Changed:	–
Subcategory:	bpm.transaction.alert.type	Event Type Indicator:	–
Control Transferred:	–	Duplicate Count:	0

Title: Alert: Default Availability Alert Triggered on Application : New OMI Test, Trigger Cause: 3 out of 5 transactions failed.

Start | 6:34 AM 3/6/2016

Applications (3)

All | Critical | Show: Worst status | Select View: Default | +

AOB
Availability
0.00% --

Stock Exchange
100% 0.74 sec

TrustMe
Availability
50% 3.44 sec

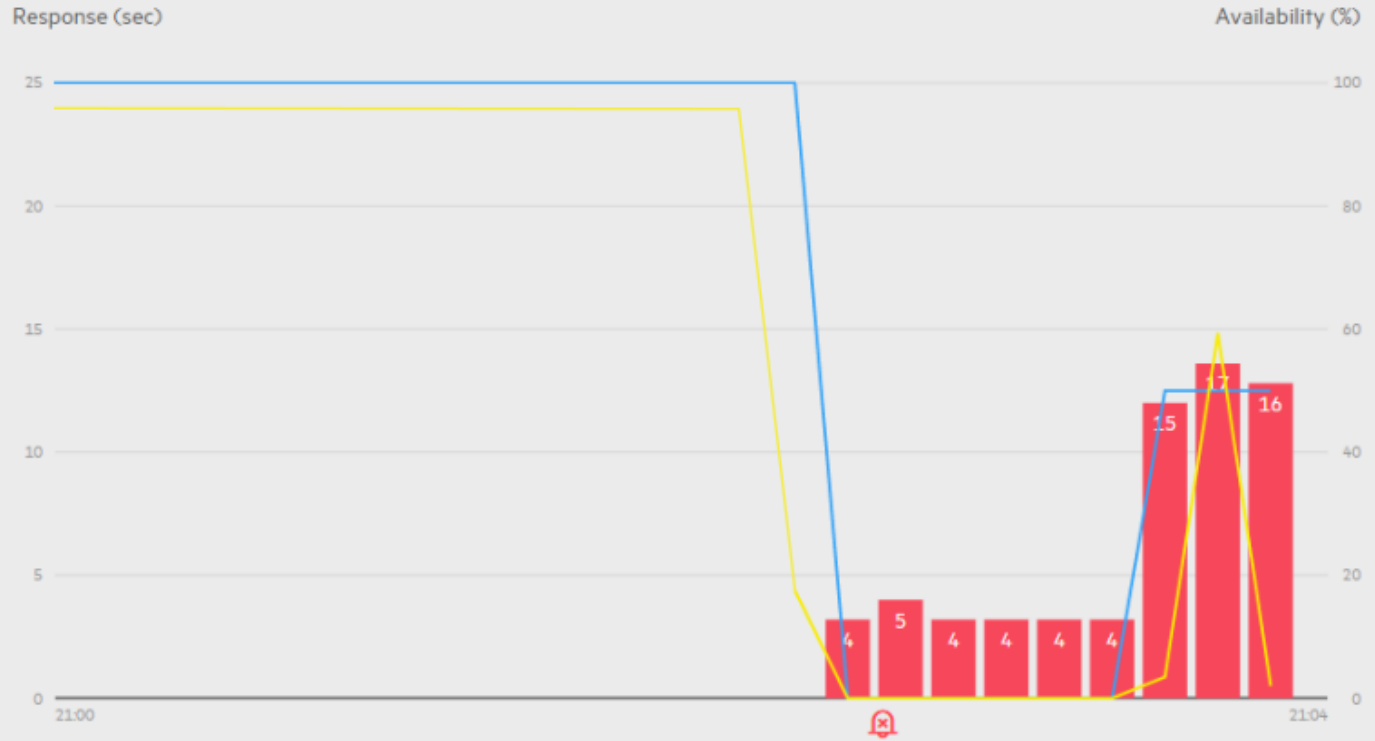
+

Home
Overview
Status Over Time
Location Map
Location Isolation
Transaction Isolation
Layer Isolation
Component Breakdown
SLM
Failure Log
SLA Alert Log
Alert Log

43.80%
Average Availability

5.50sec
Average Response Time

73
Total Failures



INVESTIGATION RECOMMENDATIONS (PREVIOUS HOUR)

AVAILABILITY

50 %

Transaction 'Login' failed from all locations. See more...

View the Failure Log Report Details

PERFORMANCE

0.5 Sec

No issues were found

View the Status Over Time Report Details

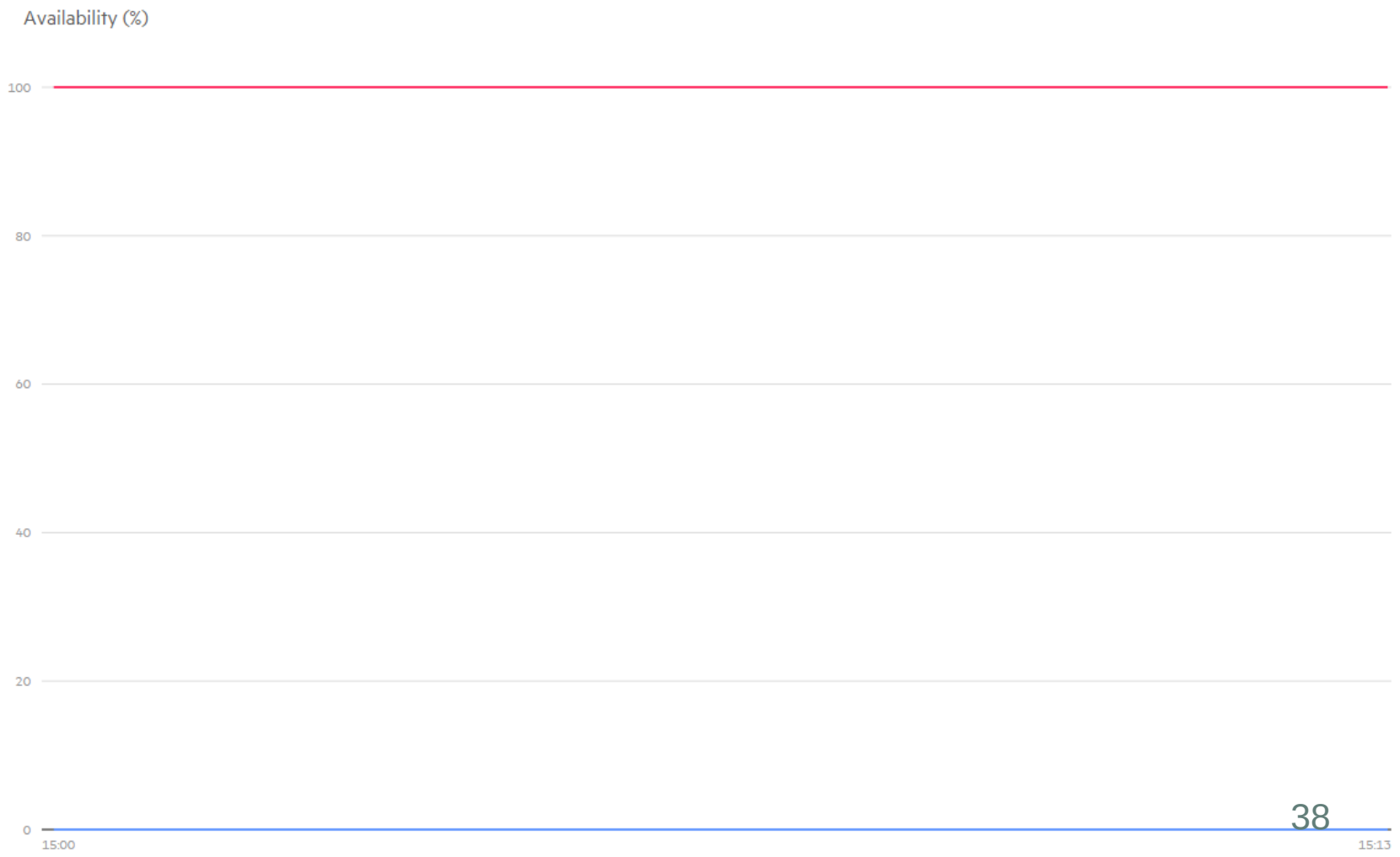
50% AVAILABILITY | 98% (3.53 sec) PERFORMANCE

TRANSACTION AVAILABILITY

All Locations Selected

Previous Hour Availability: 50.00%

Login	0%
Home Page	100%
Get User Details	0%
View Account Management	0%

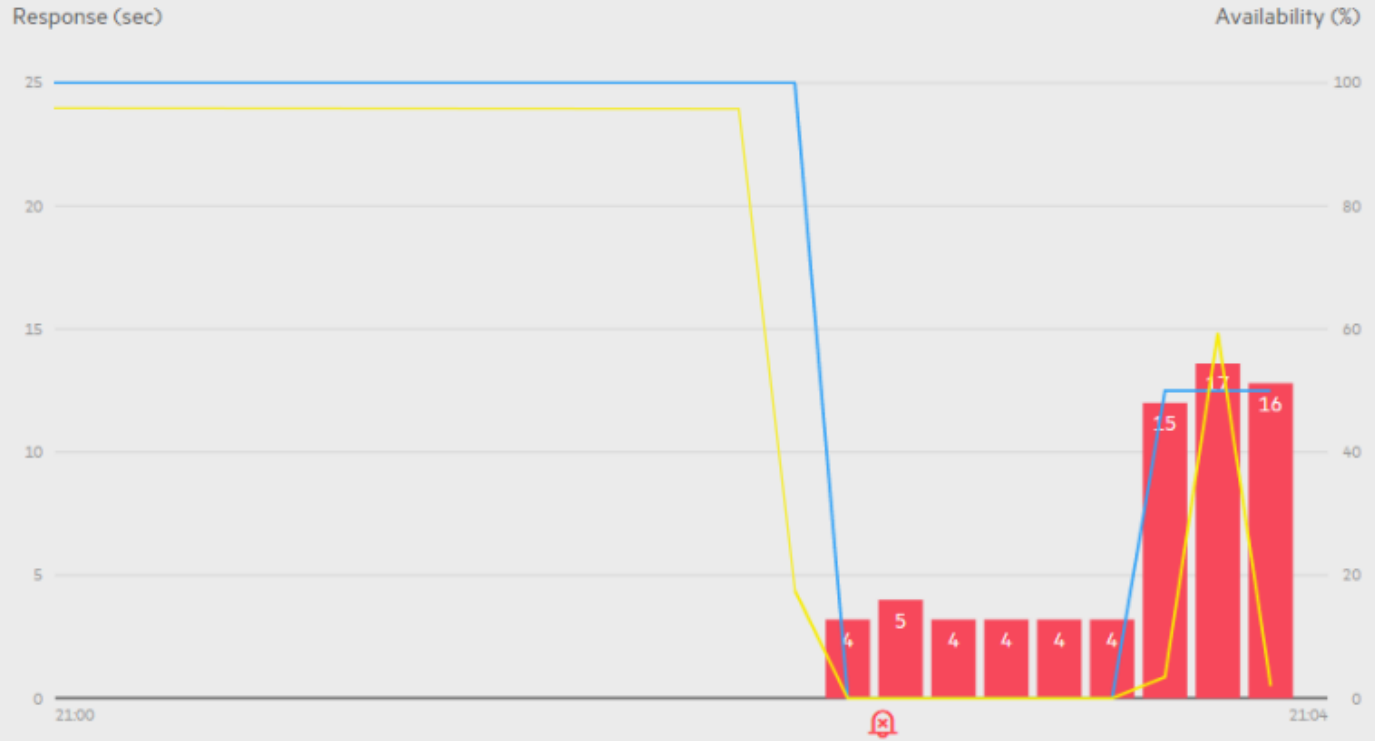


Home
Overview
Status Over Time
Location Map
Location Isolation
Transaction Isolation
Layer Isolation
Component Breakdown
SLM
Failure Log
SLA Alert Log
Alert Log

43.80%
Average Availability

5.50sec
Average Response Time

73
Total Failures



INVESTIGATION RECOMMENDATIONS (PREVIOUS HOUR)

AVAILABILITY

50 %

Transaction 'Login' failed from all locations. See more...

View the Failure Log Report Details

PERFORMANCE

0.5 Sec

No issues were found

View the Status Over Time Report Details

Home
Overview
Status Over Time
Location Map
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Failure Log
SLA Alert Log
Alert Log

ERRORS

Select Locations

Select Transactions

Time	Error Name	Location	Transaction	Message	Snapshot	Trace Server Error
> Error Name : HTTP Status-Code=500 (182)						
> Error Name : Server has shut down the connection prematurely (14)						
> Error Name : The automatic configuration script function (FindProxyForUrl) return value is not a string, fallbacking to manual proxy settings (4)						

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Alert Log

ERRORS

Select Locations | Select Transactions

Time	Error Name	Location	Transaction	Message	Snapshot	Trace Server Error
Error Name : HTTP Status-Code=500 (182)						
Mar 04 15:11	HTTP Status-Code=500	Odessa	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:58	HTTP Status-Code=500	London	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:54	HTTP Status-Code=500	NYC	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:54	HTTP Status-Code=500	Odessa	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:52	HTTP Status-Code=500	LA	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:43	HTTP Status-Code=500	London	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:39	HTTP Status-Code=500	NYC	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:39	HTTP Status-Code=500	Odessa	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:37	HTTP Status-Code=500	LA	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:28	HTTP Status-Code=500	London	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:24	HTTP Status-Code=500	NYC	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:24	HTTP Status-Code=500	Odessa	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:22	HTTP Status-Code=500	LA	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error
Mar 04 14:13	HTTP Status-Code=500	London	Login	Action.c(21): Error -26612: HTTP Status-Code=50...		Investigate server error

Back

Transaction: GET /trust-me-bank-ui/Account

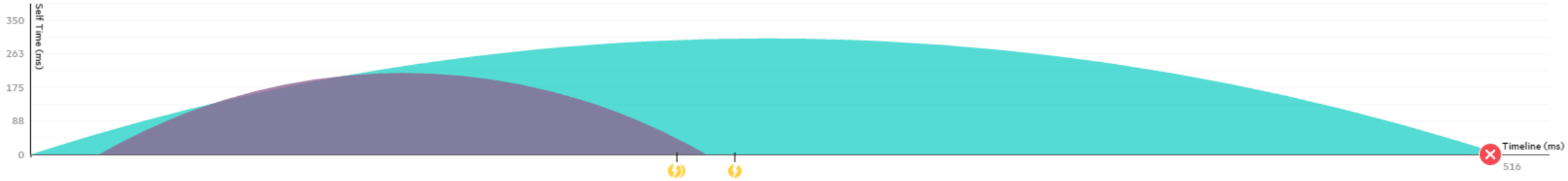
Go to Transaction Over Time

Mar 4, 2016 3:11:49 PM

516 ms	4	500
Server Time	Exceptions	HTTP Status

LOG
EXCEPTIONS
CODE

Transaction Timeline



Operations Flow

OPERATION NAME	SELF TIME (ms)	TOTAL TIME (ms)	TOTAL CONTRIBUTION (%)
/trust-me-bank-ui/Account	303	516	
HTTP /trust-me-bank-data/getAccount	213	213	
SQL SQL query to database from DelegatingPreparedStatement.executeQuery() method	1	1	

Mar 4, 2016 3:11:49 PM

516 ms	4	500
Server Time	Exceptions	HTTP Status

LOG EXCEPTIONS CODE

Operation /trust-me-bank-ui/Account
Type com.hp.apppulse.neptune.trustmebank.ui.pojo.MissingDataException
Message Unexpected Error, Please report our support services
Stack trace
```
com.hp.apppulse.neptune.trustmebank.ui.pojo.MissingDataException: Unexpected Error, Please report our support services
        at com.hp.apppulse.neptune.trustmebank.ui.servlet.AccountServlet.doGet(AccountServlet.java:35)
        at javax.servlet.http.HttpServlet.service(HttpServlet.java:687)
...
```
Show more

Operation /trust-me-bank-data/getAccount
Type com.hp.apppulse.neptune.trustmebank.data.pojo.TrustMeBankException
Message There is no account records for the client in the DB
Stack trace
```
com.hp.apppulse.neptune.trustmebank.data.pojo.TrustMeBankException: There is no account records for the client in the DB
        at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO.getAccountReport(AccountReportDAO.java:73)
        at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO$$FastClassBySpringCGLIB$$e766436d.invoke(<generated>)
...
```
Show more

Operation /trust-me-bank-data/getAccount
Type java.lang.reflect.InvocationTargetException
Message
Stack trace
```
java.lang.reflect.InvocationTargetException
        at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO$$FastClassBySpringCGLIB$$e766436d.invoke(<generated>)
        at org.springframework.cglib.proxy.MethodProxy.invoke(MethodProxy.java:204)
...
```
Show more

Operation /trust-me-bank-data/getAccount
Type com.hp.apppulse.neptune.trustmebank.data.pojo.TrustMeBankException
Message There is no account records for the client in the DB
Stack trace
```
com.hp.apppulse.neptune.trustmebank.data.pojo.TrustMeBankException: There is no account records for the client in the DB
        at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO.getAccountReport(AccountReportDAO.java:73)
        at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO$$FastClassBySpringCGLIB$$e766436d.invoke(<generated>)
...
```

Mar 4, 2016 3:11:49 PM

516 ms	4	500
Server Time	Exceptions	HTTP Status

LOG EXCEPTIONS CODE

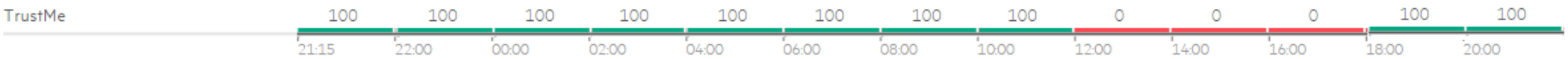
```
Mar 4, 2016 3:11:49.316 PM  INFO  (com.hp.apppulse.neptune.trustmebank.ui.data.AccountReportDAO) Send Request: http://tmbwebsphere.hpswlabs.adapps.hp.com:9080/trust-me-bank-data/getAccount

Mar 4, 2016 3:11:49.331 PM  INFO  (com.hp.apppulse.neptune.trustmebank.data.controller.AccountController) Get client's account report

Mar 4, 2016 3:11:49.331 PM  INFO  (com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO) Querying for account records

Mar 4, 2016 3:11:49.533 PM  ERROR  (com.hp.apppulse.neptune.trustmebank.data.controller.AccountController) Error occurred while getting client's account report
com.hp.apppulse.neptune.trustmebank.data.pojo.TrustMeBankException: There is no account records for the client in the DB
at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO.getAccountReport(AccountReportDAO.java:73)
at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO$$FastClassBySpringCGLIB$$e766436d.invoke(<generated>)
at org.springframework.cglib.proxy.MethodProxy.invoke(MethodProxy.java:204)
at org.springframework.aop.framework.CglibAopProxy$CglibMethodInvocation.invokeJoinpoint(CglibAopProxy.java:717)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:157)
at org.springframework.dao.support.PersistenceExceptionTranslationInterceptor.invoke(PersistenceExceptionTranslationInterceptor.java:136)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:179)
at org.springframework.aop.framework.CglibAopProxy$DynamicAdvisedInterceptor.intercept(CglibAopProxy.java:653)
at com.hp.apppulse.neptune.trustmebank.data.data.AccountReportDAO$$EnhancerBySpringCGLIB$$6819233.getAccountReport(<generated>)
at com.hp.apppulse.neptune.trustmebank.data.controller.AccountController.getAccountReport(AccountController.java:31)
at sun.reflect.GeneratedMethodAccessor106.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:37)
at java.lang.reflect.Method.invoke(Method.java:611)
at org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMethod.java:221)
at org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHandlerMethod.java:137)
at org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAndHandle(ServletInvocableHandlerMethod.java:110)
at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHandleMethod(RequestMappingHandlerAdapter.java:776)
at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInternal(RequestMappingHandlerAdapter.java:705)
at org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandlerMethodAdapter.java:85)
at org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:959)
at org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:893)
at org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:966)
at org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:857)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:575)
at org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:842)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:668)
at com.ibm.ws.webcontainer.servlet.ServletWrapper.service(ServletWrapper.java:1225)
at com.ibm.ws.webcontainer.servlet.ServletWrapper.handleRequest(ServletWrapper.java:775)
at com.ibm.ws.webcontainer.servlet.ServletWrapper.handleRequest(ServletWrapper.java:457)
```

TrustMe
Status Over Time
Previous Day
2H 12H D W M

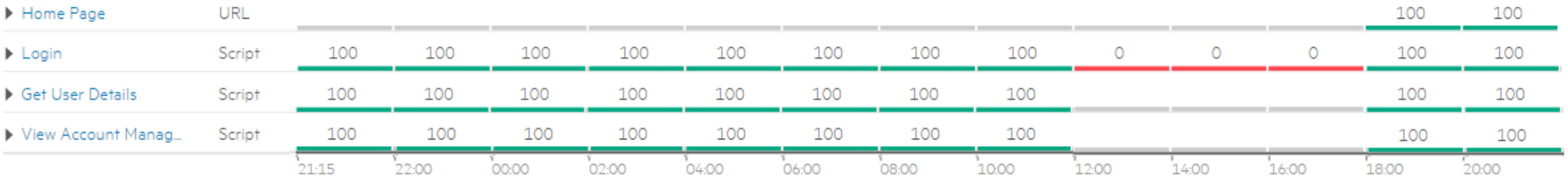
Home
Overview
Status Over Time
Location Map
Location Isolation
Transaction Isolation
Layer Isolation
Component Breakdown
SLM
Failure Log
SLA Alert Log
Alert Log

97% AVAILABILITY
44% (5.16 sec) PERFORMANCE

Application Availability (%)



Transaction Availability (%)

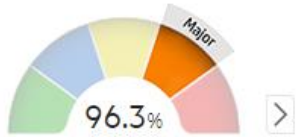
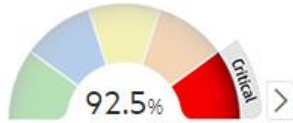


Home
Overview
Status Over Time
Location Map
Location Isolation
Transaction Isolation
Layer Isolation
Component Breakdown
SLM
Failure Log
SLA Alert Log
Alert Log

AVAILABILITY PERFORMANCE

TRANSACTIONS KPIS

firstApp SLA

Transactions	KPI - Business Hours	Outages	KPI - 24x7	Outages
		1		2
Login	100%	1	80.8%	2
Get user details	100%	0	100%	0

Use case

AppPulse mobile integration

Proactive Detection with AppPulse Active & AppPulse Trace

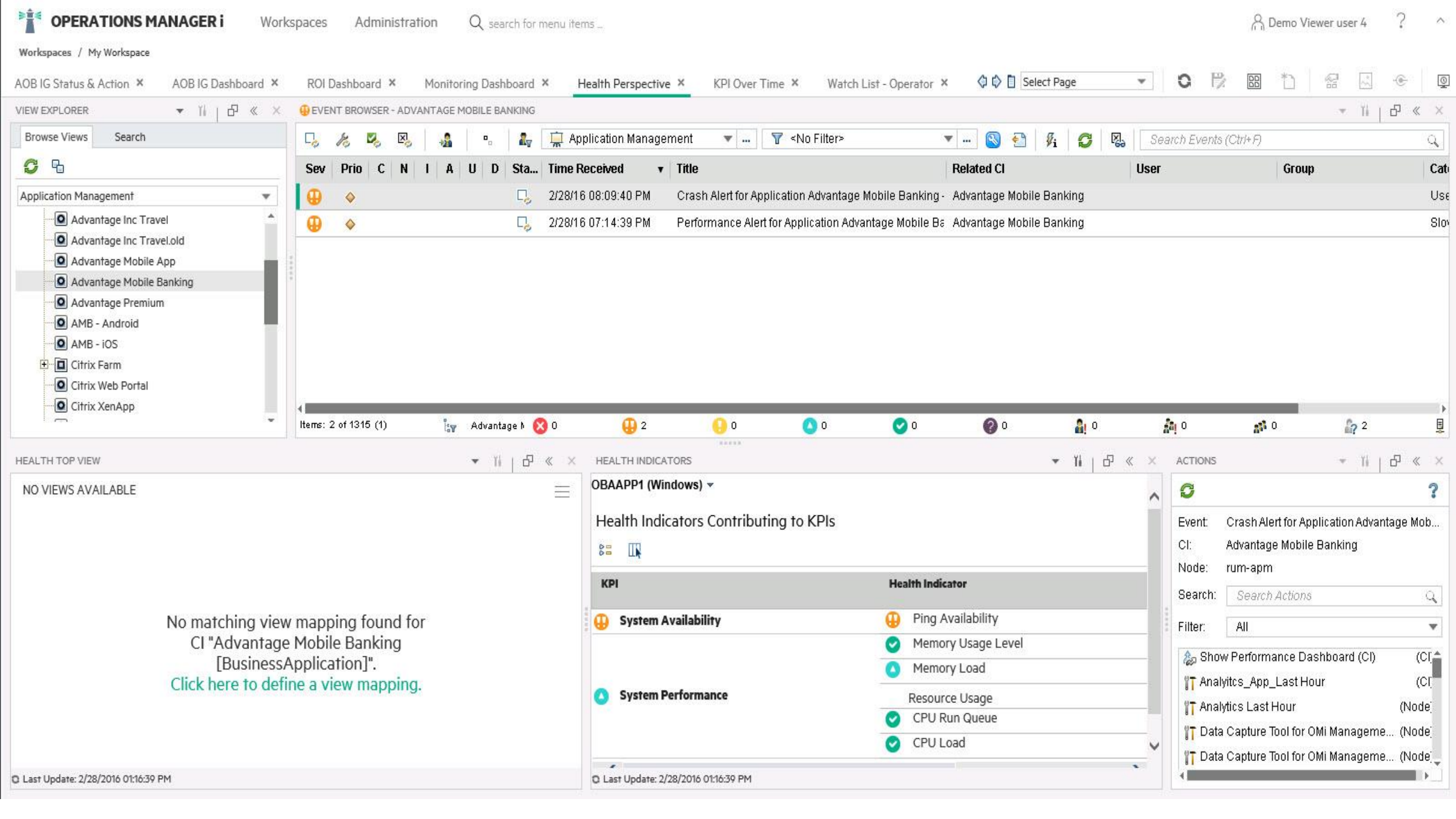
Lara S.

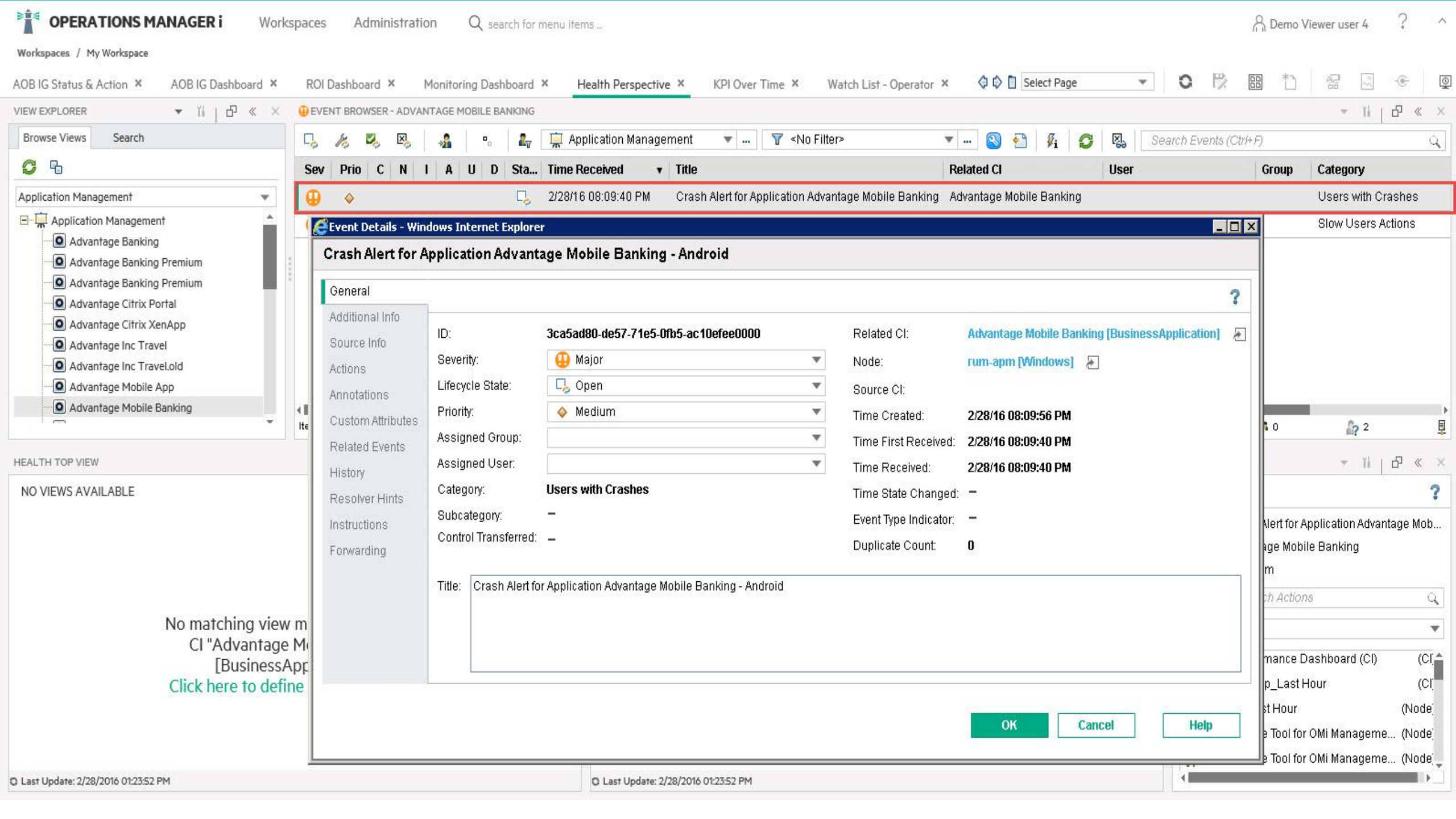
Android Developer
Online Banking Engineering

Jake S.

NOC Operator
Corporate IT

Hewlett Packard
Enterprise


OPERATIONS MANAGER i
Workspaces
Administration
search for menu items ...
Demo Viewer user 4
Workspaces / My Workspace
AOB IG Status & Action
AOB IG Dashboard
ROI Dashboard
Monitoring Dashboard
Health Perspective
KPI Over Time
Watch List - Operator
Select Page
VIEW EXPLORER
Browse Views
Search
Application Management
Advantage Inc Travel
Advantage Inc Travel.old
Advantage Mobile App
Advantage Mobile Banking
Advantage Premium
AMB - Android
AMB - iOS
Citrix Farm
Citrix Web Portal
Citrix XenApp
EVENT BROWSER - ADVANTAGE MOBILE BANKING
Application Management
<No Filter>
Search Events (Ctrl+F)
Sev
Prio
C
N
I
A
U
D
Sta...
Time Received
Title
Related CI
User
Group
2/28/16 08:09:40 PM
Crash Alert for Application Advantage Mobile Banking -
Advantage Mobile Banking
2/28/16 07:14:39 PM
Performance Alert for Application Advantage Mobile Ba
Advantage Mobile Banking
Items: 2 of 1315 (1)
Advantage M
HEALTH TOP VIEW
NO VIEWS AVAILABLE
No matching view mapping found for CI "Advantage Mobile Banking [BusinessApplication]".
Click here to define a view mapping.
Last Update: 2/28/2016 01:16:39 PM
HEALTH INDICATORS
OBAAPP1 (Windows)
Health Indicators Contributing to KPIs
KPI
Health Indicator
System Availability
Ping Availability
Memory Usage Level
Memory Load
System Performance
Resource Usage
CPU Run Queue
CPU Load
Last Update: 2/28/2016 01:16:39 PM
ACTIONS
Event: Crash Alert for Application Advantage Mob...
CI: Advantage Mobile Banking
Node: rum-apm
Search: Search Actions
Filter: All
Show Performance Dashboard (CI)
Analyitcs_App_Last Hour
Analytics Last Hour
Data Capture Tool for OMi Manageme...
Data Capture Tool for OMi Manageme...


OPERATIONS MANAGER i
Workspaces
Administration
search for menu items ...
Demo Viewer user 4
Workspaces / My Workspace
AOB IG Status & Action
AOB IG Dashboard
ROI Dashboard
Monitoring Dashboard
Health Perspective
KPI Over Time
Watch List - Operator
Select Page
VIEW EXPLORER
Browse Views
Search
Application Management
Application Management
Advantage Banking
Advantage Banking Premium
Advantage Banking Premium
Advantage Citrix Portal
Advantage Citrix XenApp
Advantage Inc Travel
Advantage Inc Travel.old
Advantage Mobile App
Advantage Mobile Banking
EVENT BROWSER - ADVANTAGE MOBILE BANKING
Application Management
<No Filter>
Search Events (Ctrl+F)
Sev
Prio
C
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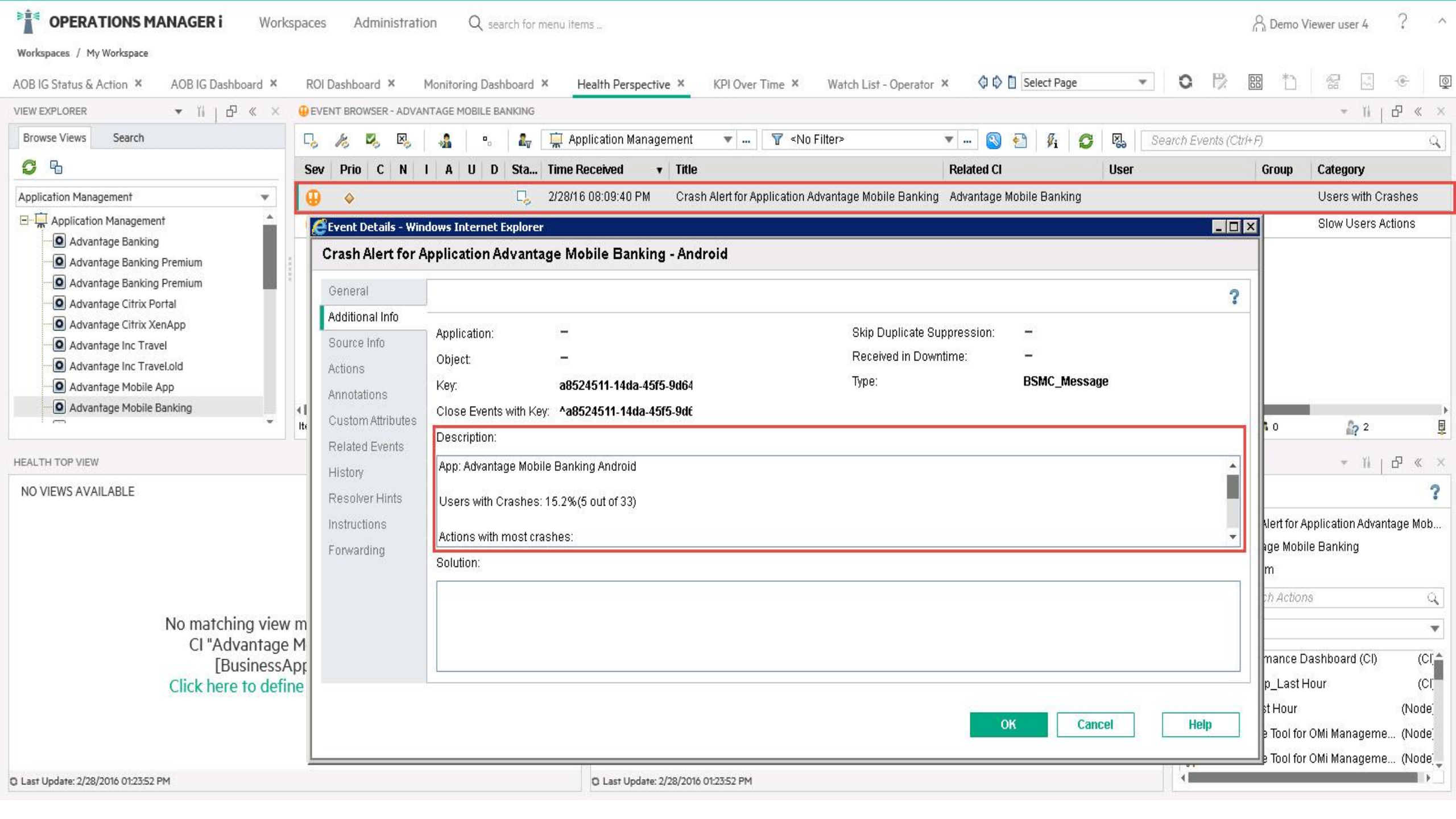
D
Sta...
Time Received
Title
Related CI
User
Group
Category
2/28/16 08:09:40 PM
Crash Alert for Application Advantage Mobile Banking
Advantage Mobile Banking
Users with Crashes
Slow Users Actions
Event Details - Windows Internet Explorer
Crash Alert for Application Advantage Mobile Banking - Android
General
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding
ID:
3ca5ad80-de57-71e5-0fb5-ac10efee0000
Severity:
Major
Lifecycle State:
Open
Priority:
Medium
Assigned Group:
Assigned User:
Category:
Users with Crashes
Subcategory:
Control Transferred:
Related CI:
Advantage Mobile Banking [BusinessApplication]
Node:
rum-apm [Windows]
Source CI:
Time Created:
2/28/16 08:09:56 PM
Time First Received:
2/28/16 08:09:40 PM
Time Received:
2/28/16 08:09:40 PM
Time State Changed:
Event Type Indicator:
Duplicate Count:
0
Title:
Crash Alert for Application Advantage Mobile Banking - Android
OK
Cancel
Help
HEALTH TOP VIEW
NO VIEWS AVAILABLE
No matching view m
CI "Advantage M
[BusinessApp
Click here to define
Last Update: 2/28/2016 01:23:52 PM
Last Update: 2/28/2016 01:23:52 PM


OPERATIONS MANAGER i
Workspaces
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Advantage Citrix XenApp
Advantage Inc Travel
Advantage Inc Travel.old
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Advantage Mobile Banking
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No matching view m
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Click here to define
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Search Events (Ctrl+F)
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Time Received
Title
Related CI
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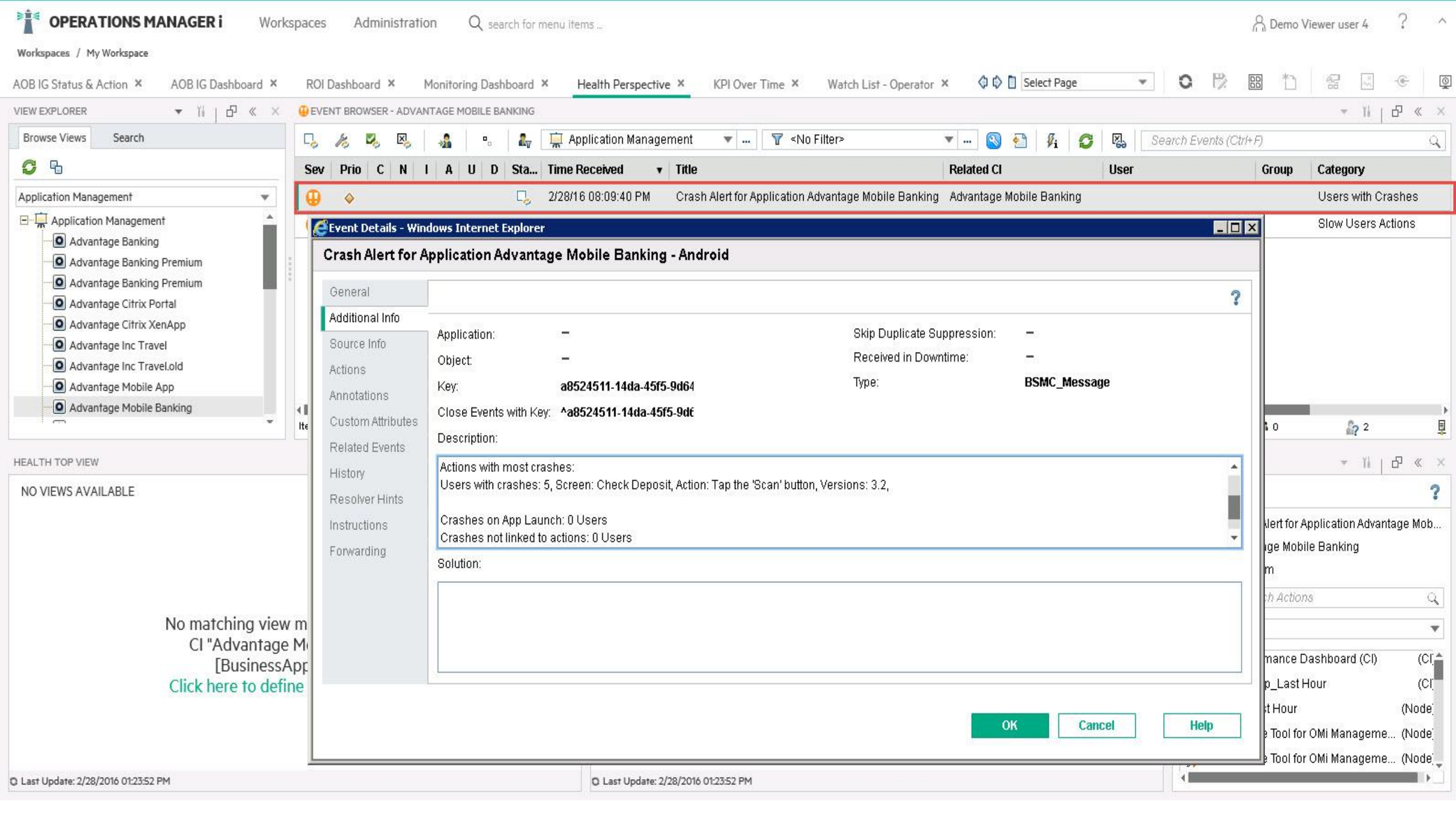
Category
2/28/16 08:09:40 PM
Crash Alert for Application Advantage Mobile Banking
Advantage Mobile Banking
Users with Crashes
Slow Users Actions
Event Details - Windows Internet Explorer
Crash Alert for Application Advantage Mobile Banking - Android
General
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding
Application:
Object:
Key:
a8524511-14da-45f5-9d64
Close Events with Key:
^a8524511-14da-45f5-9d
Skip Duplicate Suppression:
Received in Downtime:
Type:
BSMC_Message
Description:
App: Advantage Mobile Banking Android
Users with Crashes: 15.2%(5 out of 33)
Actions with most crashes:
Solution:
OK
Cancel
Help
Last Update: 2/28/2016 01:23:52 PM


OPERATIONS MANAGER i
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AOB IG Dashboard
ROI Dashboard
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Advantage Inc Travel.old
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Advantage Mobile Banking
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No matching view m
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[BusinessApp
Click here to define
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Search Events (Ctrl+F)
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Time Received
Title
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Crash Alert for Application Advantage Mobile Banking
Advantage Mobile Banking
Users with Crashes
Slow Users Actions
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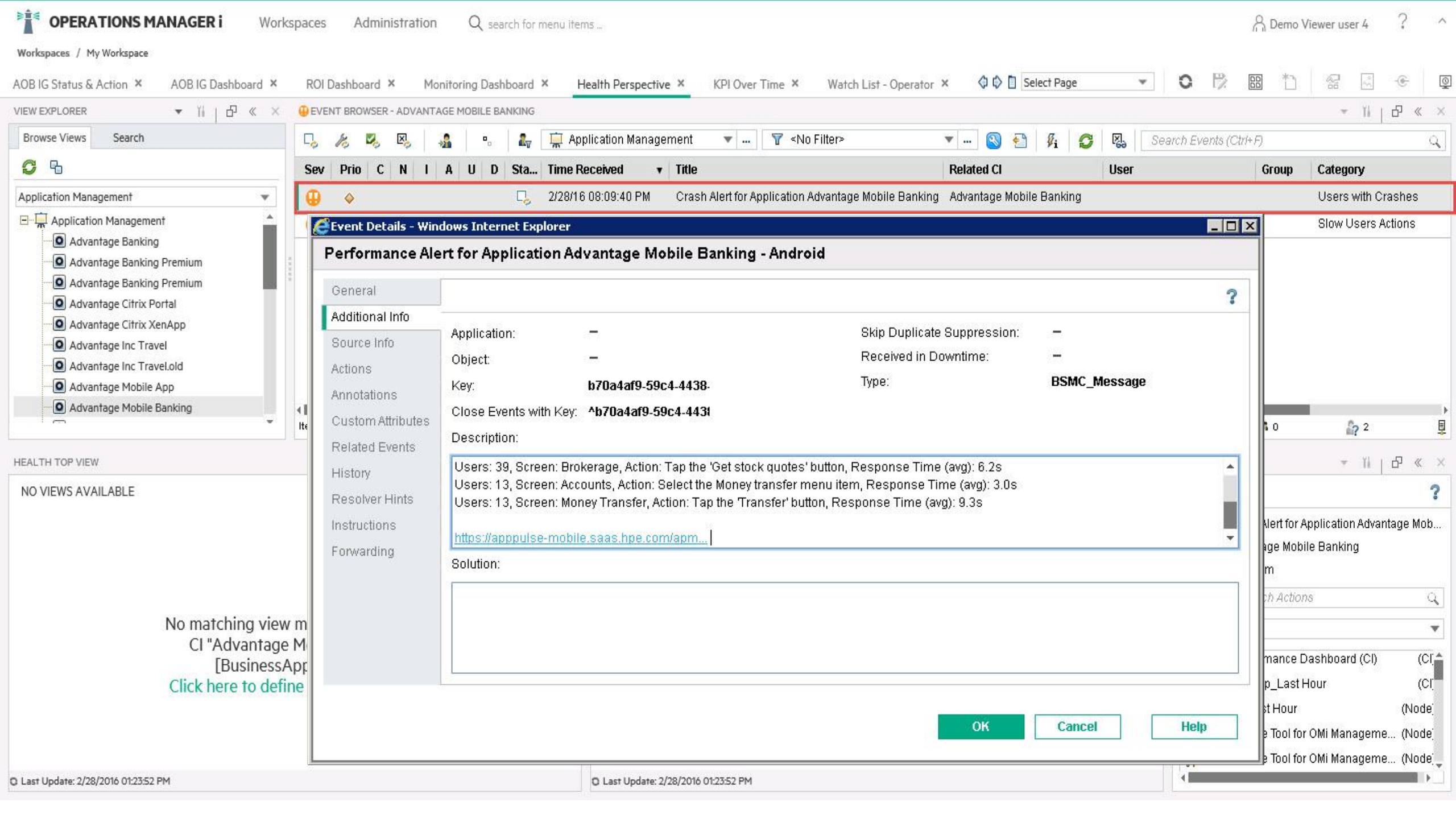
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding
Application:
Object:
Key:
a8524511-14da-45f5-9d64
Close Events with Key:
^a8524511-14da-45f5-9dt
Description:
Skip Duplicate Suppression:
Received in Downtime:
Type:
BSMC_Message
Actions with most crashes:
Users with crashes: 5, Screen: Check Deposit, Action: Tap the 'Scan' button, Versions: 3.2,
Crashes on App Launch: 0 Users
Crashes not linked to actions: 0 Users
Solution:
OK
Cancel
Help
Last Update: 2/28/2016 01:23:52 PM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Advantage Banking Premium
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Advantage Citrix XenApp
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No matching view m
CI "Advantage M
[BusinessApp
Click here to define
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<No Filter>
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Time Received
Title
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2/28/16 08:09:40 PM
Crash Alert for Application Advantage Mobile Banking
Advantage Mobile Banking
Users with Crashes
Slow Users Actions
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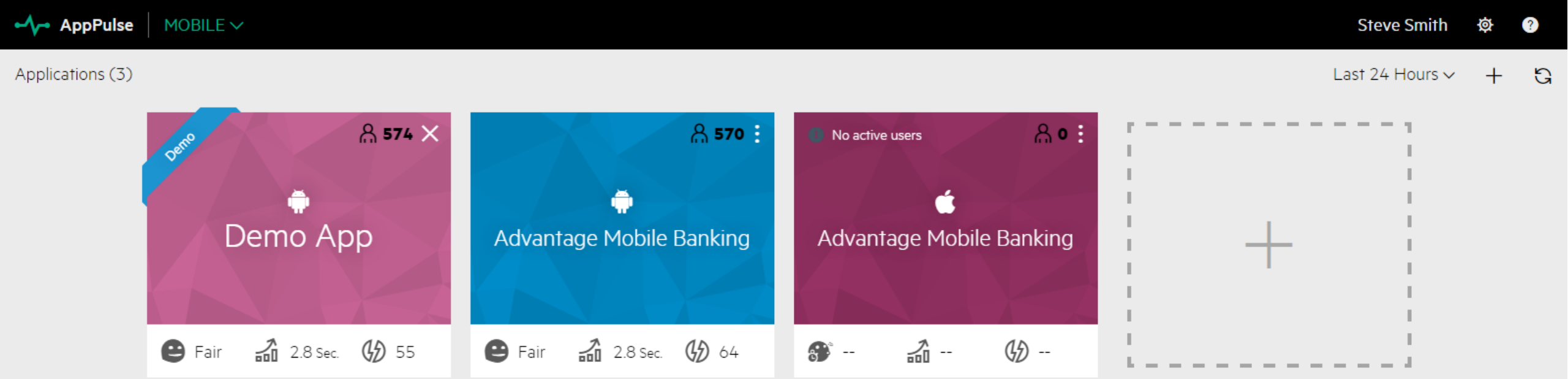
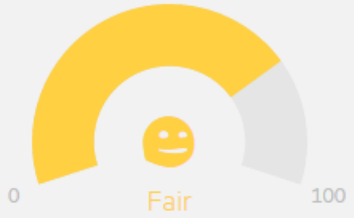
Performance Alert for Application Advantage Mobile Banking - Android
General
Additional Info
Source Info
Actions
Annotations
Custom Attributes
Related Events
History
Resolver Hints
Instructions
Forwarding
Application:
Object:
Key:
b70a4af9-59c4-4438-
Close Events with Key:
^b70a4af9-59c4-443
Description:
Skip Duplicate Suppression:
Received in Downtime:
Type:
BSMC_Message
Users: 39, Screen: Brokerage, Action: Tap the 'Get stock quotes' button, Response Time (avg): 6.2s
Users: 13, Screen: Accounts, Action: Select the Money transfer menu item, Response Time (avg): 3.0s
Users: 13, Screen: Money Transfer, Action: Tap the 'Transfer' button, Response Time (avg): 9.3s
https://apppulse-mobile.saas.hpe.com/apm...
Solution:
OK
Cancel
Help
Last Update: 2/28/2016 01:23:52 PM

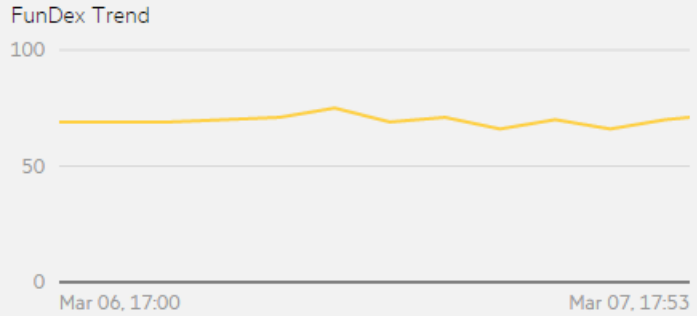

AppPulse
MOBILE
Steve Smith
Applications (3)
Last 24 Hours
Demo
574
Demo App
Fair
2.8 Sec.
55
570
Advantage Mobile Banking
Fair
2.8 Sec.
64
No active users
0
Advantage Mobile Banking
--
--
--

Home
USER EXPERIENCE
FunDex
Overview
Improve FunDex
UI Performance
Stability
Resources
APP USAGE
User Behavior
Engagement
World View

FUNDEX OVERVIEW

75
Average FunDex Score
What's this?





IMPROVE YOUR FUNDEX

UI PERFORMANCE

8
Points lost

8 Pts Slow UI
16.1% actions over 2.0 sec.

0 Pts Slow Launch
0% launches over 4.0 sec.

More on UI Performance

STABILITY

14
Points lost

6 Pts Crashes
11.2% users with crashes

8 Pts Errors
9.8% failed action hits

More on Stability

RESOURCES

3
Points lost

2 Pts Heavy Battery Usage
0.5% battery / min. (Good: < 0.4% / min.)

1 Pts Heavy Cellular Data Usage
368.6KB / min. (Good: < 300KB / min.)

More on Resources

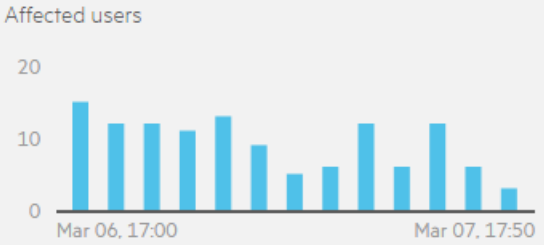
APP VERSIONS

COMMUNITY

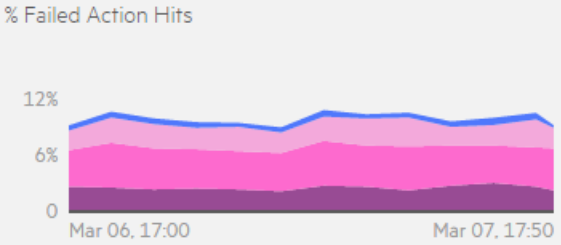
Home
USER EXPERIENCE
FunDex
UI Performance
Stability
Overview
Crashes
Errors
Resources
APP USAGE
User Behavior
Engagement
World View

STABILITY OVERVIEW

64
Users with Crashes



9.8 %
Failed Action Hits



CRASHES

ACTIONS WITH MOST CRASHES

Users with Crashes	Screen	Action	Crashes	App Versions
18	Check Deposit	Tap the *Scan* button	84	3.2
10	Help	Tap the *Call for support* button	26	3.1
10	Accounts	Select item from the *AccountsListView* list	25	4.0
4	Accounts	Select item from the *left_drawer* list	7	3.1

CRASHES ON APP LAUNCH

27
Affected Users

CRASHES NOT LINKED TO ACTIONS

No Crashes

AFFECTED USERS

4 Latest Versions

LATEST VERSION- V3.2

56

#1	App crash	3.2	4.0.1	HTC Hero	WiFi	8%	9.4GB	57%	Landscape	No
	Mar 07, 16:47	App Version	OS	Device	Connection	Free RAM	Free Storage	Battery	Orientation	Rooted

CRASH LOG | CRASH TRAIL

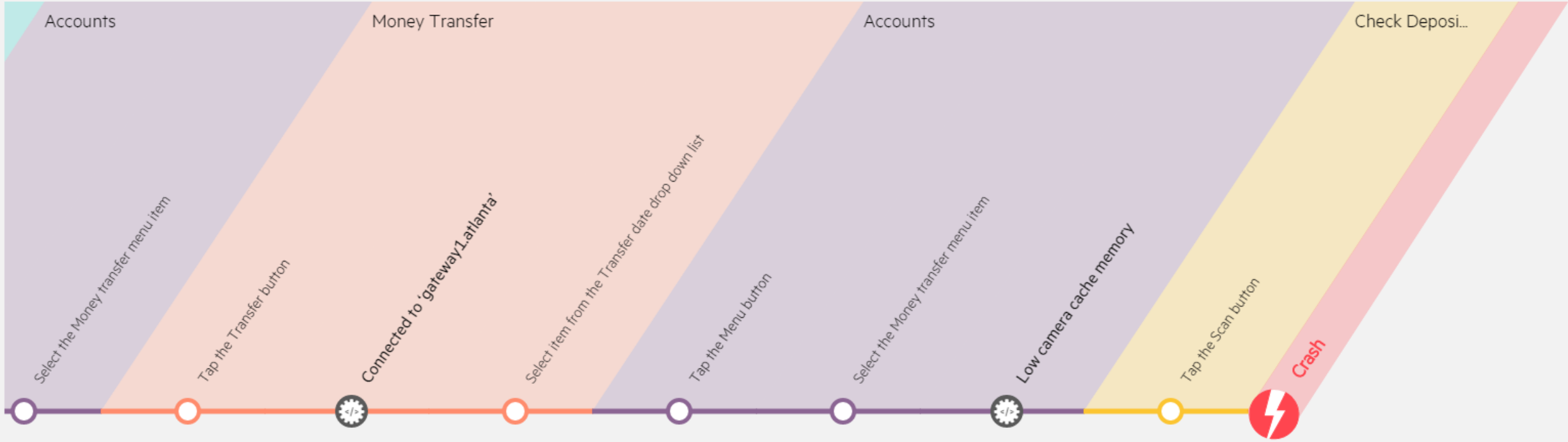
Crash type: java.lang.OutOfMemoryError

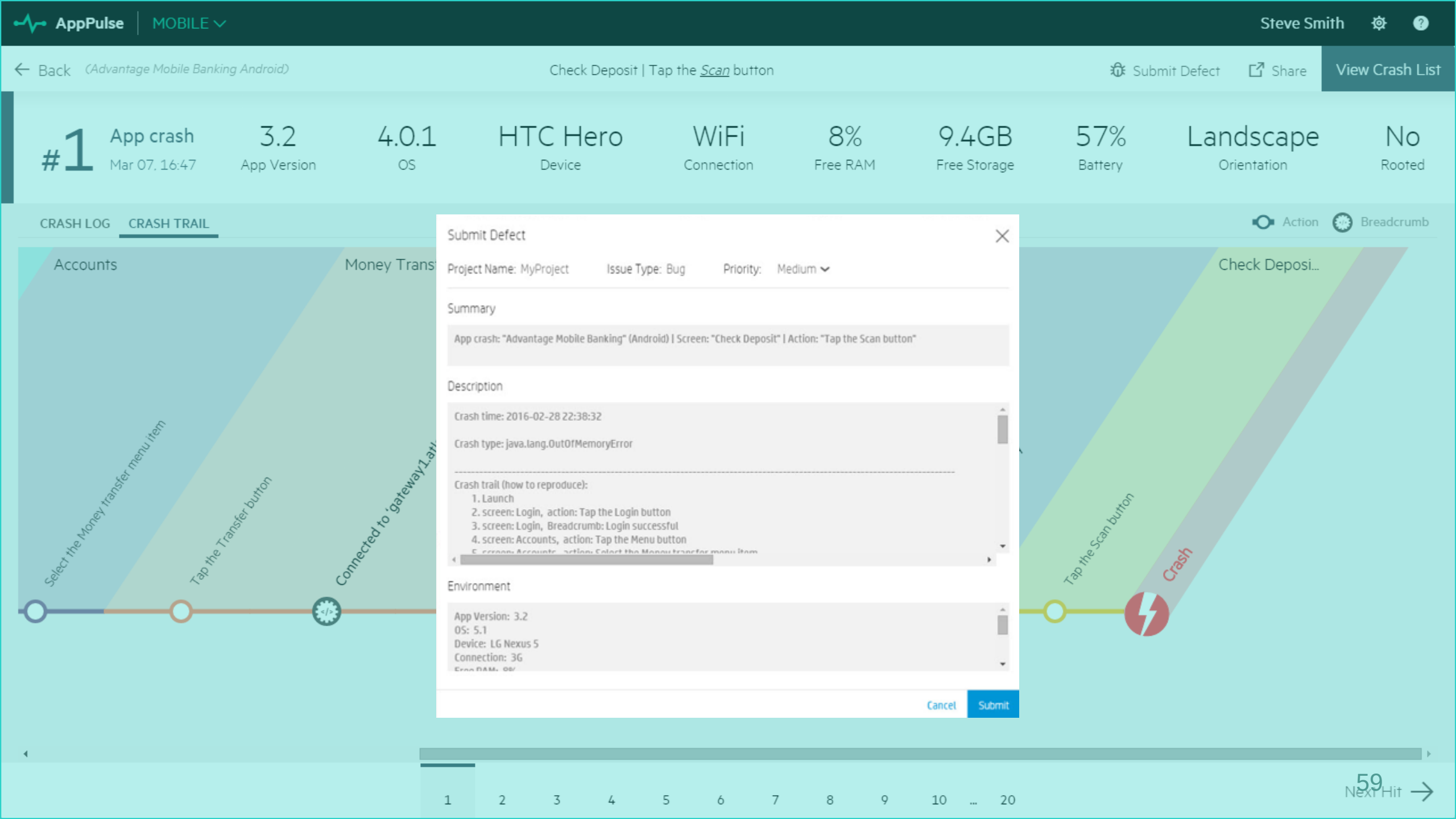
```
at android.hardware.Camera.native_setup(Native Method)
        at android.hardware.Camera.<init>(Camera.java:340)
        at android.hardware.Camera.open(Camera.java:302)
        at com.hp.advantage.fragments.ScanCheckFragment.onResume(ScanCheckFragment.java:83)
        at android.app.Fragment.performResume(Fragment.java:1738)
        at android.app.FragmentManagerImpl.moveToState(FragmentManager.java:919)
        at android.app.FragmentManagerImpl.moveToState(FragmentManager.java:1057)
        at android.app.BackStackRecord.run(BackStackRecord.java:682)
        at android.app.FragmentManagerImpl.execPendingActions(FragmentManager.java:1435)
        at android.app.FragmentManagerImpl$1.run(FragmentManager.java:441)
        at android.os.Handler.handleCallback(Handler.java:725)
        at android.os.Handler.dispatchMessage(Handler.java:92)
        at android.os.Looper.loop(Looper.java:137)
        at android.app.ActivityThread.main(ActivityThread.java:5039)
        at java.lang.reflect.Method.invokeNative(Native Method)
        at java.lang.reflect.Method.invoke(Method.java:511)
        at com.android.internal.os.ZygoteInit$MethodAndArgsCaller.run(ZygoteInit.java:793)
        at com.android.internal.os.ZygoteInit.main(ZygoteInit.java:560)
        at dalvik.system.NativeStart.main(Native Method)
```

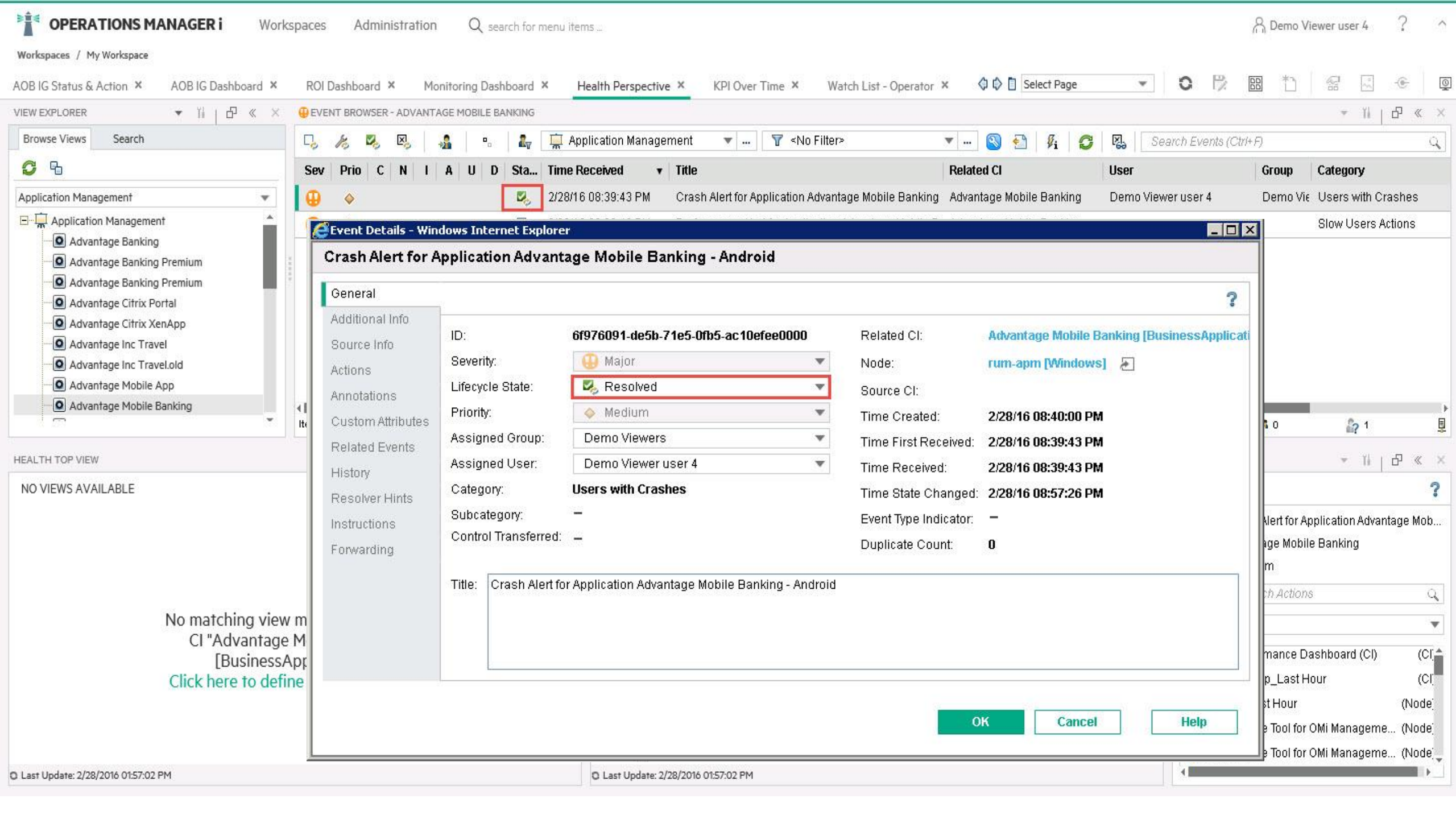
#1	App crash	3.2	4.0.1	HTC Hero	WiFi	8%	9.4GB	57%	Landscape	No
	Mar 07, 16:47	App Version	OS	Device	Connection	Free RAM	Free Storage	Battery	Orientation	Rooted

CRASH LOG | CRASH TRAIL

Action | Breadcrumb




AppPulse
MOBILE
Steve Smith
Back
(Advantage Mobile Banking Android)
Check Deposit | Tap the Scan button
Submit Defect
Share
View Crash List
#1
App crash
Mar 07, 16:47
3.2
App Version
4.0.1
OS
HTC Hero
Device
WiFi
Connection
8%
Free RAM
9.4GB
Free Storage
57%
Battery
Landscape
Orientation
No
Rooted
CRASH LOG
CRASH TRAIL
Action
Breadcrumb
Accounts
Money Trans
Check Deposi...
Select the Money transfer menu item
Tap the Transfer button
Connected to 'gateway1.att
Tap the Scan button
Crash
Submit Defect
Project Name: MyProject
Issue Type: Bug
Priority: Medium
Summary
App crash: "Advantage Mobile Banking" (Android) | Screen: "Check Deposit" | Action: "Tap the Scan button"
Description
Crash time: 2016-02-28 22:38:32
Crash type: java.lang.OutOfMemoryError
Crash trail (how to reproduce):
1. Launch
2. screen: Login, action: Tap the Login button
3. screen: Login, Breadcrumb: Login successful
4. screen: Accounts, action: Tap the Menu button
Environment
App Version: 3.2
OS: 5.1
Device: LG Nexus 5
Connection: 3G
Cancel
Submit
1
2
3
4
5
6
7
8
9
10
...
20
59
Next Hit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ID:
6f976091-de5b-71e5-0fb5-ac10efee0000
Severity:
Major
Lifecycle State:
Resolved
Priority:
Medium
Assigned Group:
Demo Viewers
Assigned User:
Demo Viewer user 4
Category:
Users with Crashes
Subcategory:
–
Control Transferred:
–
Related CI:
Advantage Mobile Banking [BusinessApplicati
Node:
rum-apm [Windows]
Source CI:
Time Created:
2/28/16 08:40:00 PM
Time First Received:
2/28/16 08:39:43 PM
Time Received:
2/28/16 08:39:43 PM
Time State Changed:
2/28/16 08:57:26 PM
Event Type Indicator:
–
Duplicate Count:
0
Title:
Crash Alert for Application Advantage Mobile Banking - Android
OK
Cancel
Help
HEALTH TOP VIEW
NO VIEWS AVAILABLE
No matching view m
CI "Advantage M
[BusinessApp
Click here to define
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Last Update: 2/28/2016 01:57:02 PM

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