

HPE RUM120 – HPE Real User Monitor 9.x Essentials Workshop

Overview

This intermediate, virtual, and instructor-led classroom training offers technical personnel who are new to Real User Monitor (RUM) 9.1 the opportunity to develop hands-on experience in applying the fundamental concepts, principles, and methodologies for managing the administration and configuration aspects of this enterprise software performance monitoring and service management solution. This course is recommended for individuals who are responsible for providing operational visibility into the performance and availability aspects of mission-critical applications. The hands-on labs for this class use version 9.1 of the RUM application. This course is designed for users who have working experience with Business Service Management (BSM).

Learning method

You will receive expert instruction from a HPE RUM specialist who will present the course using slide presentation and facilitated discussion. At the end of each chapter there will be review questions followed by a hands on exercise to ensure understanding of each lesson. Each student will receive a copy of the HPE Real User Monitor Essentials manual. This manual is used throughout the course and proves a useful reference tool upon completion of the course.

Duration: 3 days

Who will benefit from this course?

New users of Real User Monitor (RUM) 9.1, including:

- Database Administrators
- System Administrators
- Network Administrators
- Operations Managers
- Availability Engineers

Prerequisites for this course

Working knowledge of the following:

- Application monitoring fundamentals
- BSM 9.x software
- HTTP(S), including managing certificates and keystores
- Systems, network, and database administration
- IT Infrastructure Library (ITIL) concepts and terminology
- Industry-standard operating systems
- Network, system, and application monitoring principles and practices

What you can expect to gain from this course?

At the end of the course, you should be able to:

- Describe the architecture of a RUM implementation
- Install and configure the RUM Windows Probe
- Install and configure the RUM Engine
- Configure RUM monitoring of a three-tier application (web, application, and database server) from BSM
- Explain RUM reporting data
- Size and tune RUM
- Configure RUM monitoring for secure web applications that use SSL Java Key Store (JKS)

- Troubleshoot RUM issues using the RUM logs

Course Content

Module 1: Course Overview

- Describe the architecture of a RUM implementation
- Install and configure the RUM Windows Probe
- Install and configure the RUM Engine
- Configure RUM monitoring of a three-tier application (web, application, and database server) from BSM
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- Troubleshoot RUM issues using the RUM logs

Module 2: Introducing Real User Monitoring

- Define the need, features, and value proposition of RUM
- Describe RUM as part of Application Performance Management (APM)
- Describe use cases
- Describe RUM architecture
- Identify key monitoring concepts
- Deploy RUM

Module 3: Installing the RUM Probe

- List the hardware and OS requirements for the RUM Probe
- Connect the Probe

Module 4: Installing the RUM Engine

- List the hardware, software, OS, and system requirements for RUM Engine installation
- Install the RUM Engine
- Connect the RUM Engine to the BSM Gateway server
- Connect the RUM Engine to the RUM Probe
- Verify that the RUM Probe is running

Module 5: Session ID and Traffic Discovery

- Define sessionizing
- Explain the steps to configure a session-aware application
- Run traffic discovery
- Run session ID detection
- Configure RUM application session IDs
- Verify session IDs configurations

Module 6: Monitoring HTTP Applications

- Define and use RUM applications
- Define and use actions/pages
- Define and use transactions
- Define and use events

Module 7: Monitoring End-User Groups

- Define end-user groups
- Use RUM end-user groups and location reports

Module 8: Monitoring Non-HTTP Applications

- Defining non-HTTP applications
- Report on non-HTTP applications

Module 9: Monitoring Multi-Tier Applications

- Define tiers for HTTP application
- Use RUM multi-tier reports
- Define Transaction Management

Module 10: Monitoring TCP Applications

- Define generic TCP applications
- Define UDP applications
- Use RUM TCP reports

Module 11: Using Production Analysis and Business Process Recognition (BPR) Reports

- Describe Production Analysis reports
- Work with Production Analysis reports
- Describe Business Process Recognition (BPR) reports including:
 - Architecture of BPR reports
 - Working with BPR reports
 - Configuring BPR reports
 - Customizing BPR reports

Module 12: Consuming RUM Data in BSM Business Applications

- Work with HPE UCMDB
- Identify RTSM features
- Identify RTSM architecture
- Identify RTSM CI types and topologies
- Use RTSM views
- Work with Service Health HIs/KPIs
- Use MyBSM pages/components
- Identify SLM components

Module 13: Configuring RUM Alerts

- Define the relationship between BSM-EUM-RUM alerts
- Identify RUM alert types
- Configure RUM alerts, including:
 - Application alerts
 - Event alerts
 - Transaction alerts
 - Describe RUM CI status alerts
 - Work with RUM alerts reports

Module 14: Monitoring SSL Traffic

- Define the Secure Sockets Layer (SSL)
- Manage SSL keys
- Define common Java Keytool and keystore commands
- Monitor SSL traffic

Module 15: Monitoring RUM Transaction Flow

- Define RUM transaction monitoring
- Define ATT-TV-Diagnostics discovery backend

- Perform transaction monitoring with RUM
- Identify transaction monitoring reports
- Understand transaction management
- Implement transaction management configuration
- Identify transaction management application/reports

Module 16: Using the RUM Engine Web Console

- Navigate the RUM Engine web console
- List the various tools and menu options in the RUM Engine web console

Module 17: Securing and Hardening RUM

- List common RUM security objections
- Mask sensitive data in RUM
- Define application-sensitive data settings
- Harden RUM

Module 18: Sizing and Tuning RUM

- Identify sizing considerations for the RUM Engine, Probe, and database
- Define Engine, database, and Probe sizing
- Use the RUM sizing calculator
- Configure RUM to optimally process information

Module 19: Troubleshooting RUM

- Troubleshoot RUM Engine logs, RUM Engine architecture, and RUM health
- Troubleshoot the RUM Probe and the RUM Engine:
 - Samples to BSM server – Health Status
 - TransactionVision publisher – RUM Health
 - Troubleshoot the Probe configuration, Probe channels, and slow download from the Probe

Related Courses

- BSM120 – Business Service Management 9.x Essentials
- TV120 – Transaction Vision 9.x Essentials
- DIA120 – Diagnostics 9.x Essentials