



**Learn how HPE's Mobile Solutions Revolutionize Synthetic Monitoring
November 3, 2016**

Brought to you by



**Hewlett Packard
Enterprise**



Hosted By



Chris Trimper
Manager, QA Engineering
Independent Health
Western New York Chapter Leader
Performance Engineering SIG Leader



Today's Speakers



Cagdas Başaran
Senior Specialist, Architecture and Service
Management
Garanti Bank



Antonina Sesti
EMEA Presales Consultant
Hewlett Packard Enterprise



Housekeeping

- This “LIVE” session is being recorded
Recordings are available to all Vivit members
- Session Q&A:
Please type questions in the Questions Pane



Webinar Control Panel

Toggle View Window between Full screen/window mode.

Questions



Mobile Center & BPM

Garanti Bank
Service Performance Management and Reporting



Content

- Company Introduction
- Our Focus – Real Device Monitoring
- Garanti Bank HPE Suit Architecture
- How Mobile Center Works?
- History of Mobile Center at Garanti Bank
- Apps We Monitor via Mobile Center & BPM
- iOS Instrumentation
- iOS vs Android
- Notification Pop-Ups
- Configuration Needed for Internal Apps
- Problems Detected
- Mobile Center & BPM Specific Configuration
 - Vugen Recording Options
 - Device Lock Idle Time and BPM Script Timeout
 - BPM Script Parameters
- Case Study
 - How to Avoid Fake Alerts
 - Running Two Different Apps on Same Device



Garanti Bank

- The second largest private bank in Turkey with \$107 billion asset size
- Owned by Dođuş Group and BBVA
- 1000 + branches
- Provides retail, commercial, corporate and private banking services to over 13,4 million customers
- 19.800 + employees



Garanti Technology

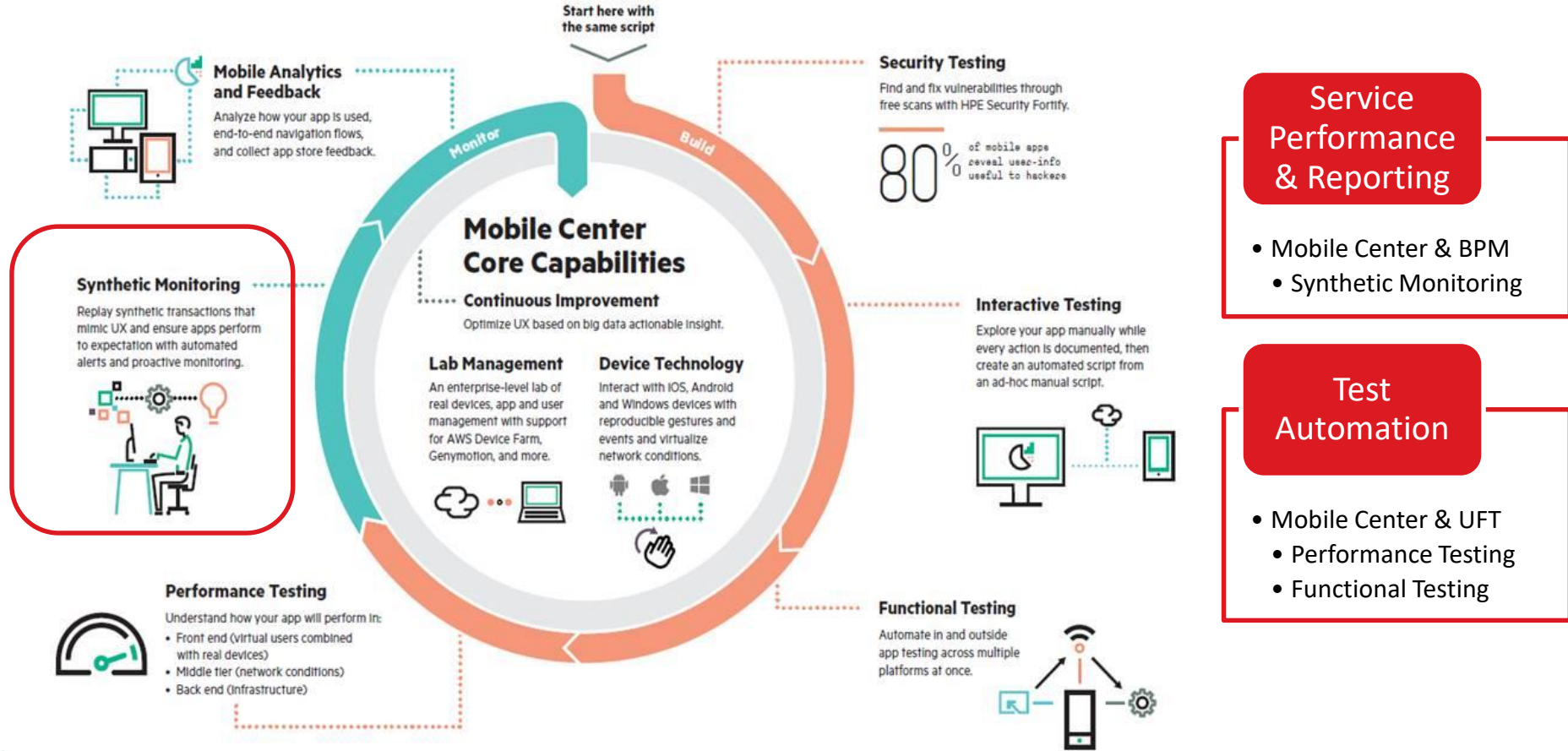
- A wholly-owned subsidiary of Garanti
- One of the largest private internal IT SP in Turkey
- Creates tightly integrated and fully in-house & custom-fit IT solutions
- Concentrates on design, operation and support, business development, security, applications, systems, operations and network applications
- 1.400 + employees



GARANTI
TEKNOLOJİ

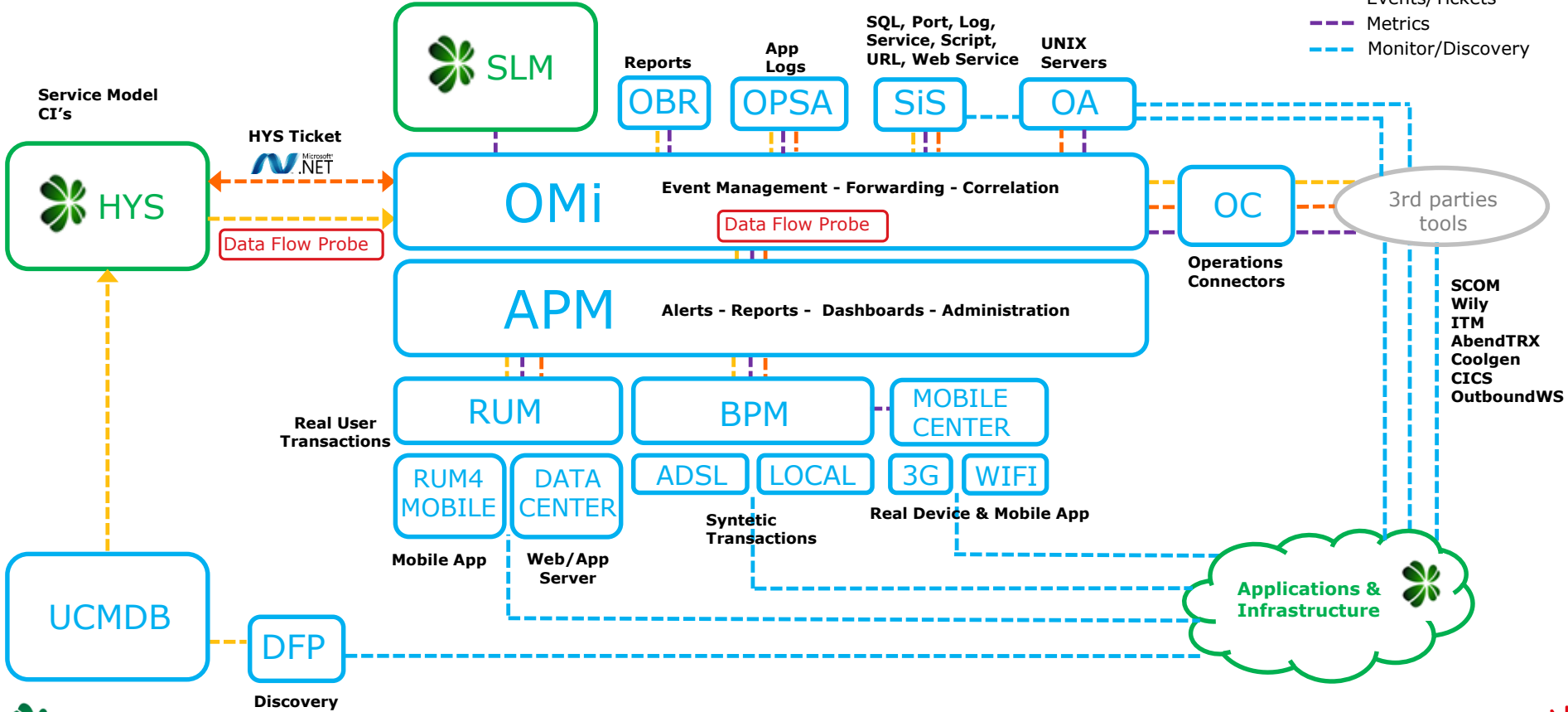


Our Focus – Real Device Monitoring

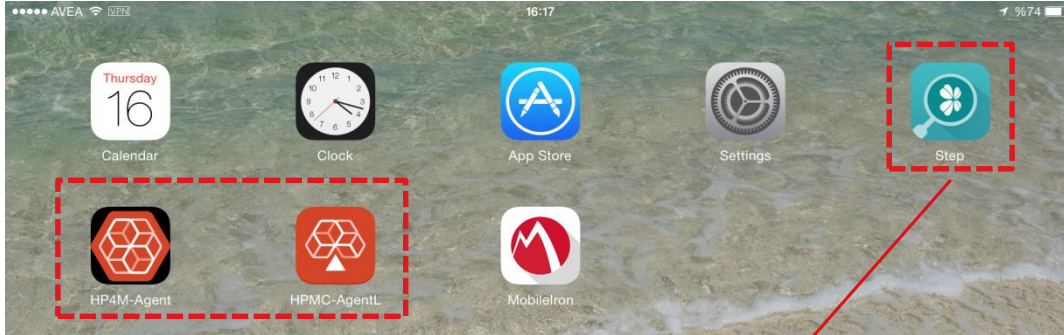
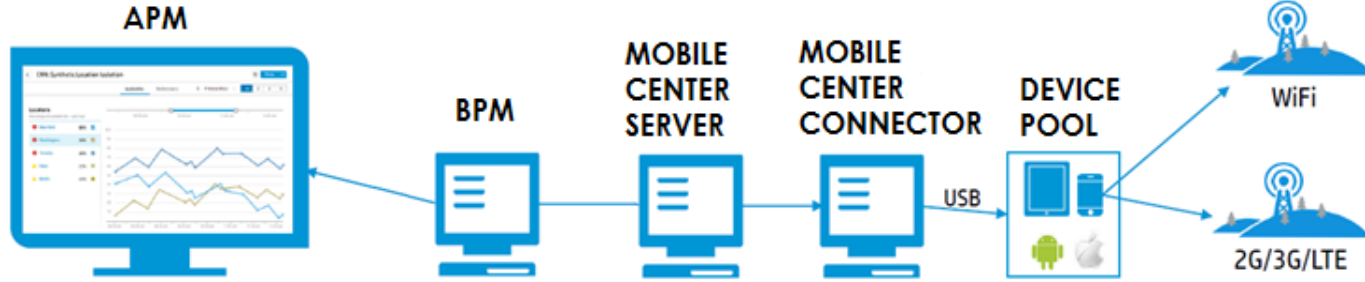


Garanti Bank HPE Suit Architecture

- Catalog/Topology
- Events/Tickets
- Metrics
- Monitor/Discovery

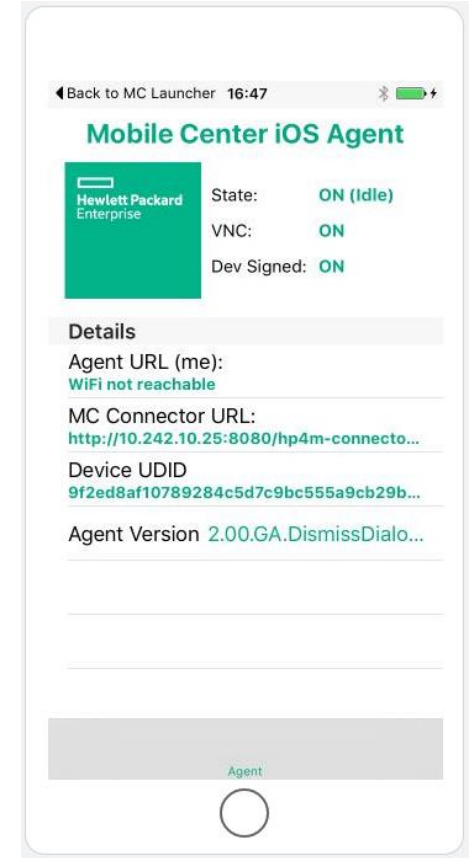


How Mobile Center Works?

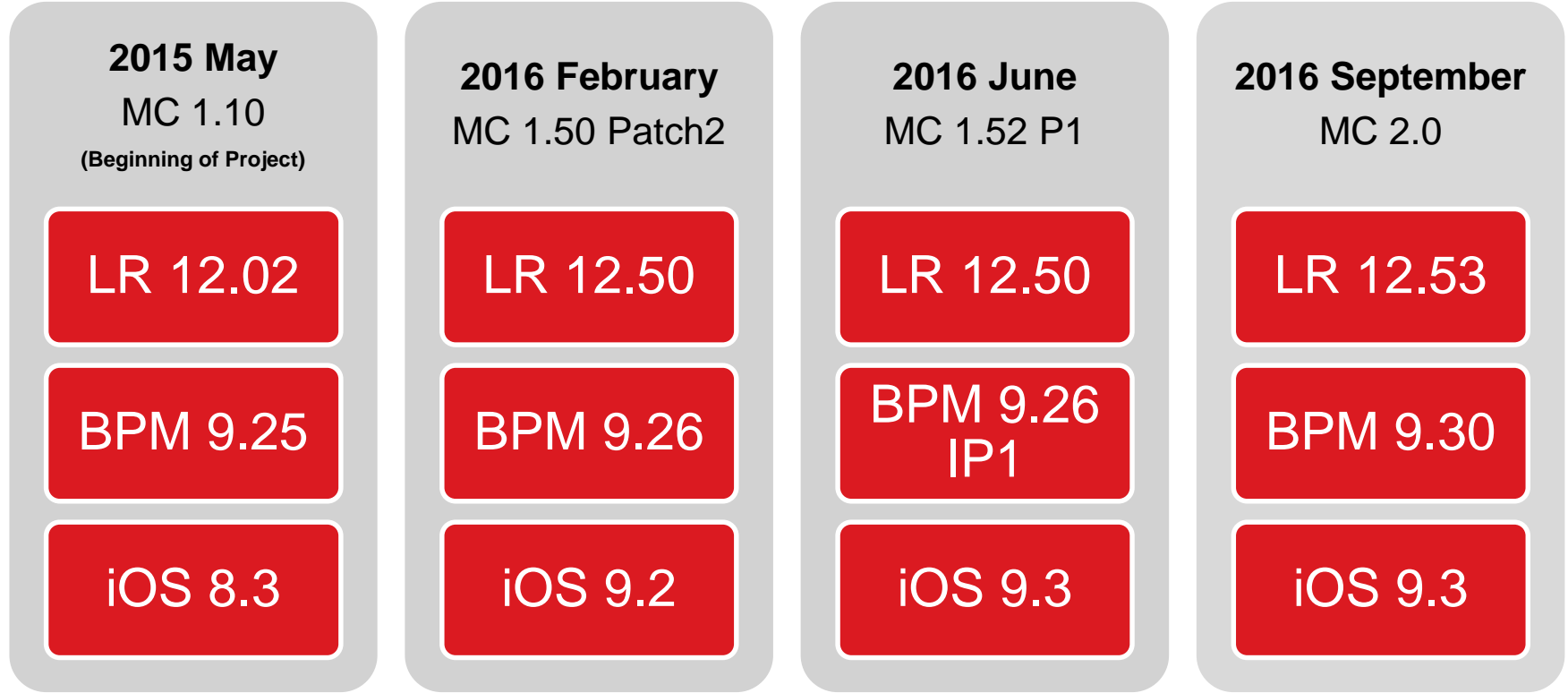


Mobile Center Agents

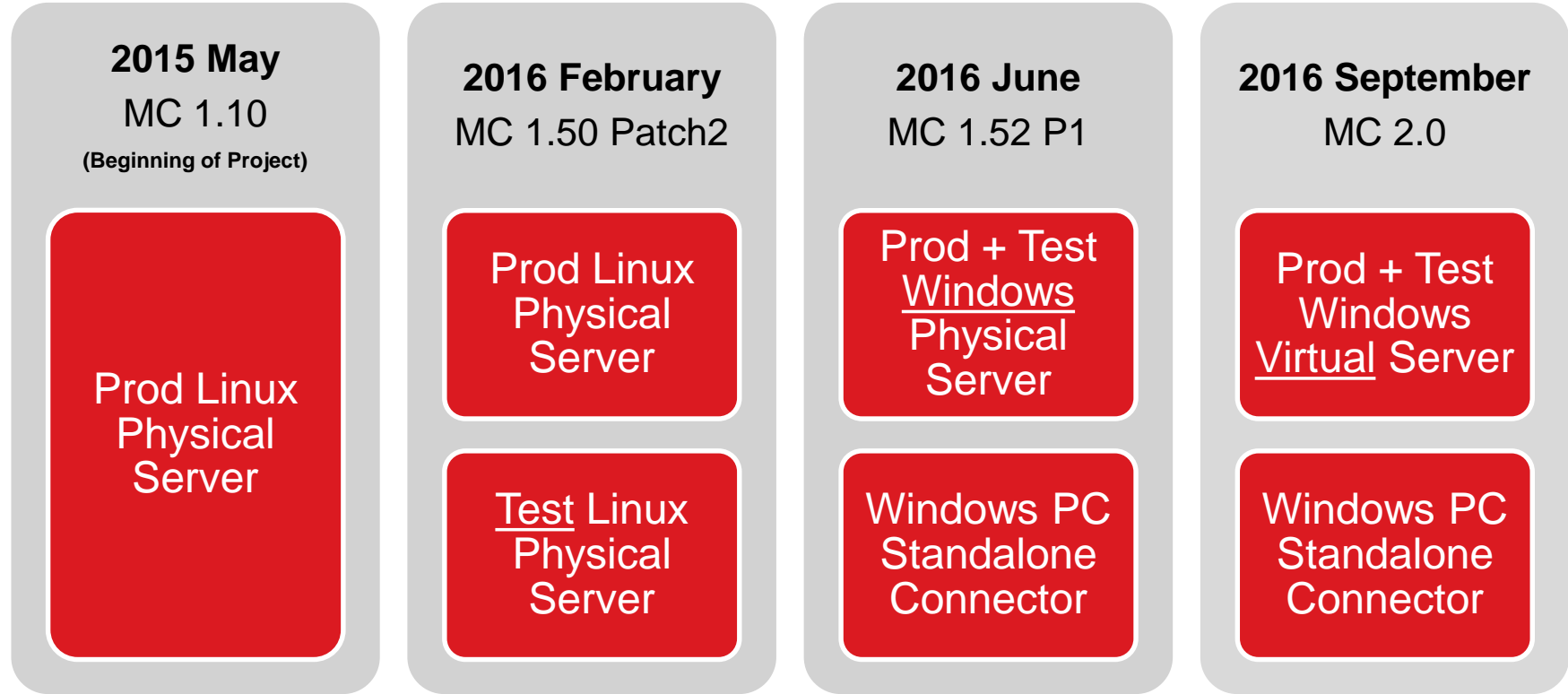
Instrumented App



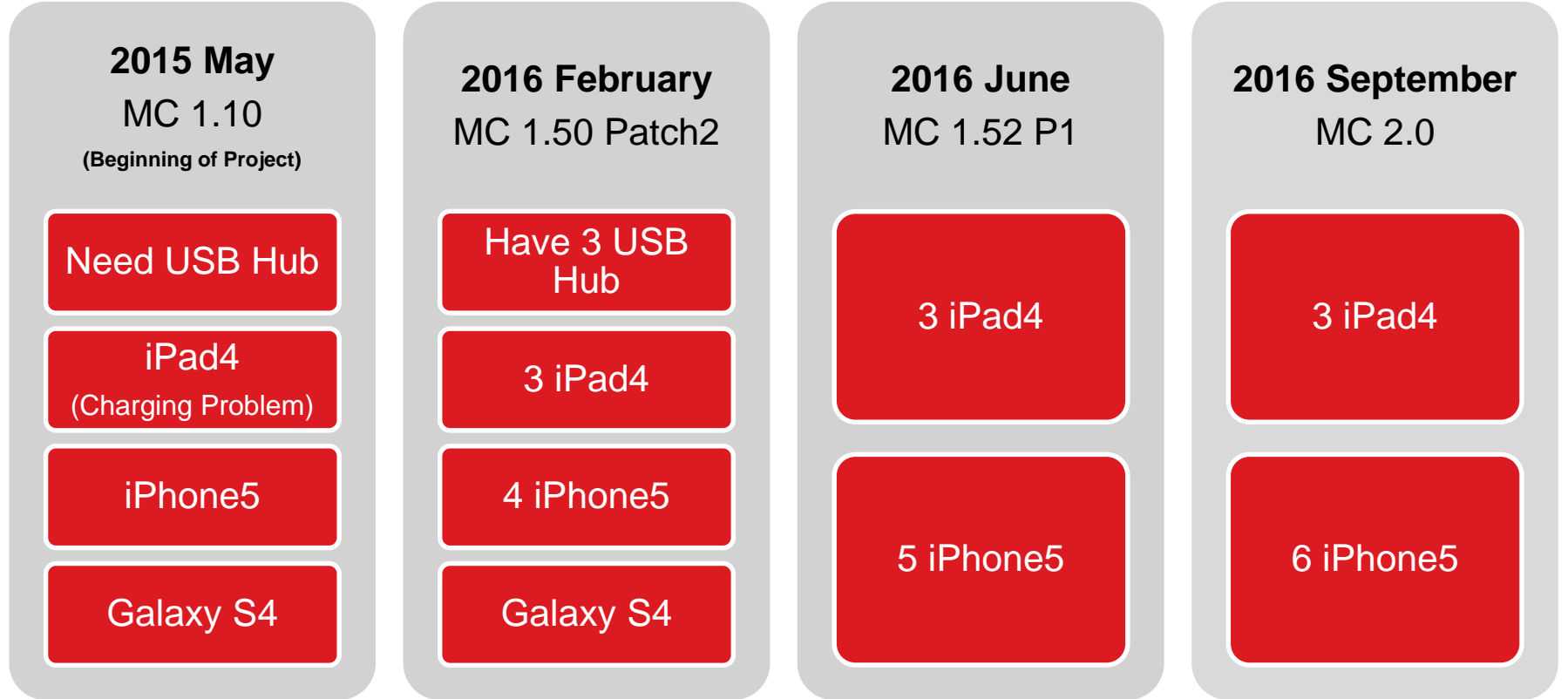
History of Mobile Center at Garanti Bank



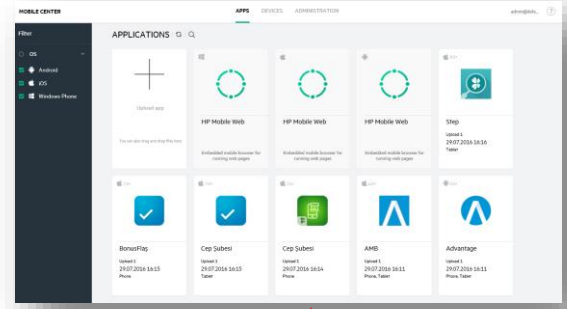
History of Mobile Center at Garanti Bank



History of Mobile Center at Garanti Bank



Garanti Bank Mobile Center Architecture



TEKPC1138
10.242.10.25
Production Standalone
Connector PC

Windows 8.1
64-bit , 8 GB Memory

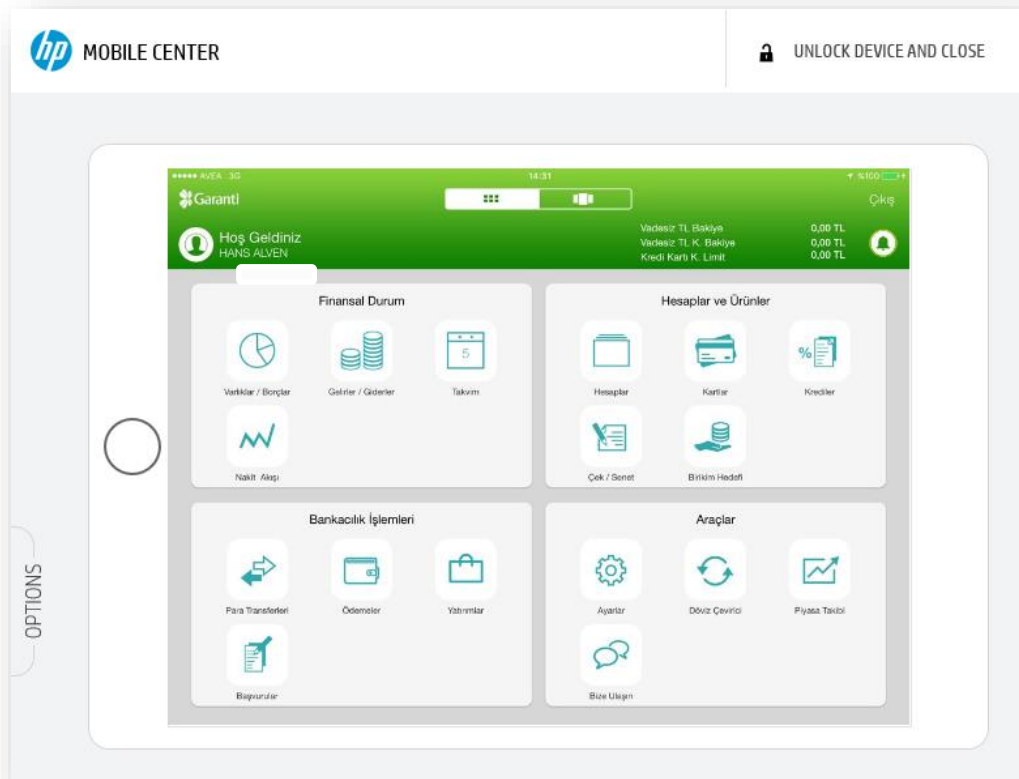


PTEKAPPMCS02
10.230.44.174
Production Server
Virtual

Windows Server 2012 R2
64-bit, 16 GB Memory



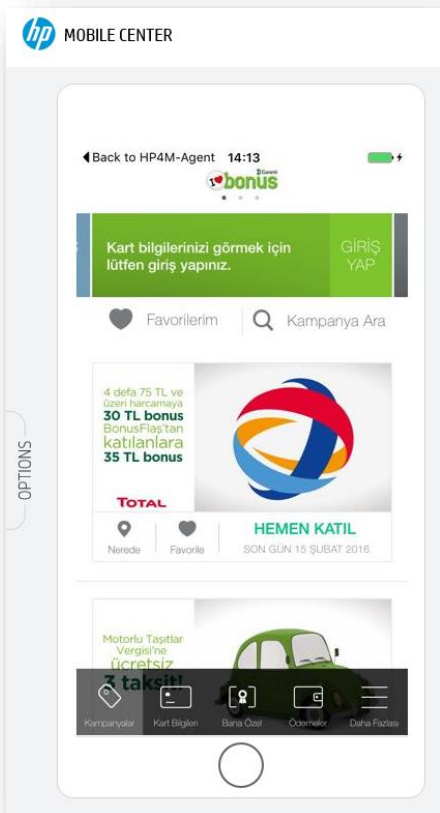
Apps We Monitor via Mobile Center & BPM



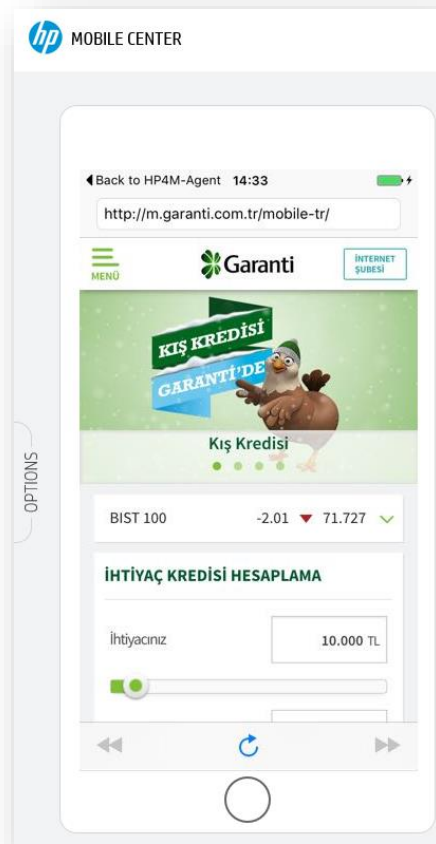
Cep Şubesi
(Mobile Banking)
iPhone and iPad
Apps



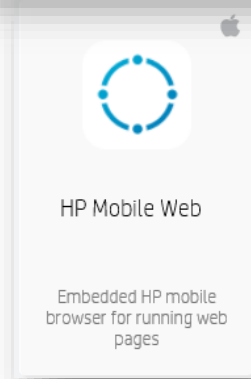
Apps We Monitor via Mobile Center & BPM



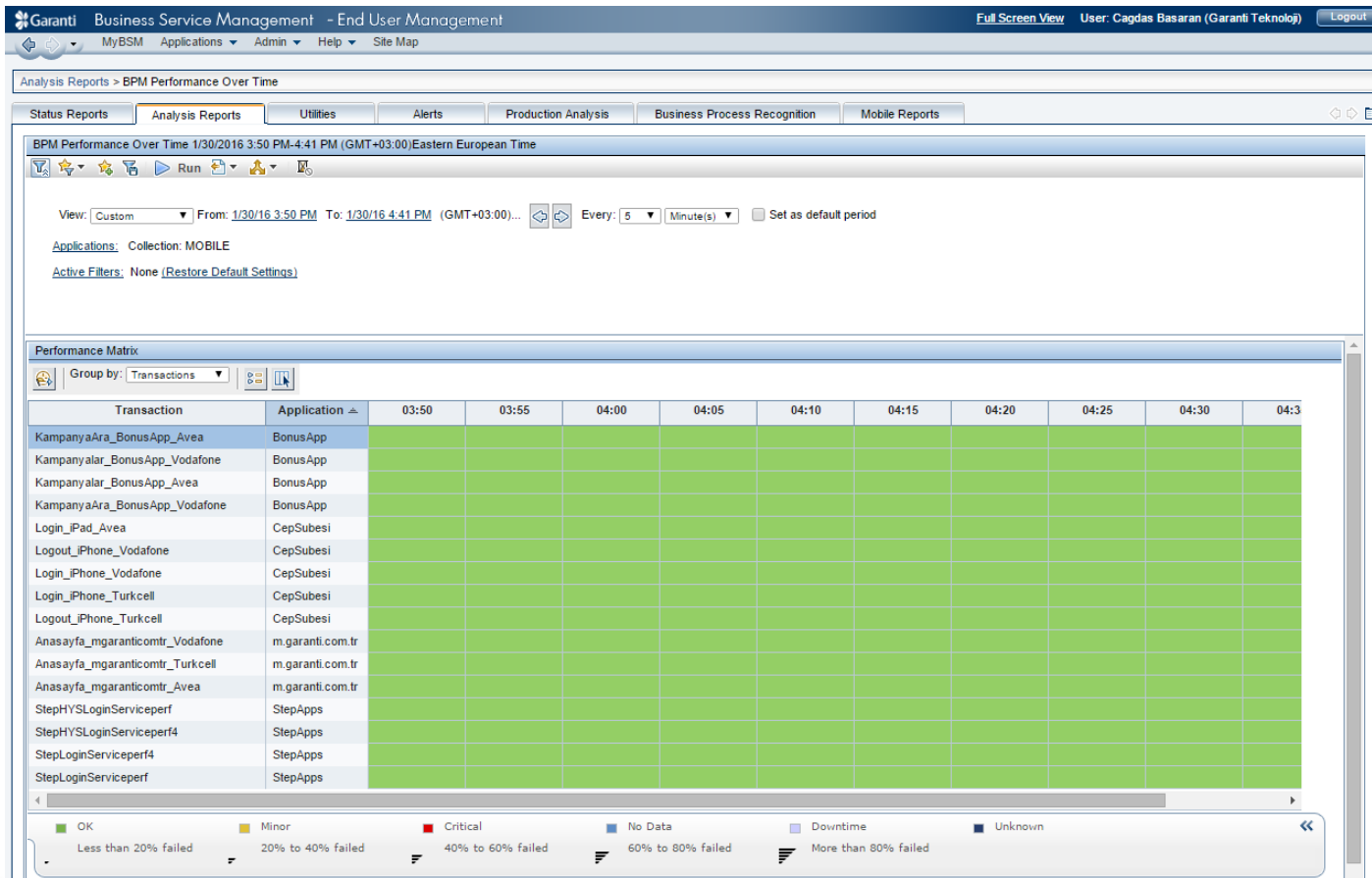
Bonus Flaş (Credit Card App)



m.garanti.com.tr (Mobile version of garanti.com.tr)



Apps We Monitor via Mobile Center & BPM



m.garanti.com.tr

• Web > 3 devices

Bonus Flaş

• Native app > 2 devices

Cep Şubesi

• Native app > 4 devices

STEP

• Container Native + Web
> 3 devices
• 5000+ employee

Garanti Pension

• Native app will be
released at December



Mobile Center Gui - Apps

MOBILE CENTER

APPS

DEVICES

ADMINISTRATION

admin@defa...



Filter

OS

Android

iOS

Windows Phone

APPLICATIONS

Upload app

You can also drag and drop files here

HP Mobile Web

Embedded mobile browser for running web pages

HP Mobile Web

Embedded mobile browser for running web pages

HP Mobile Web

Embedded mobile browser for running web pages

Step

Upload 1
29.07.2016 16:16
Tablet

BonusFlaş

Upload 1
29.07.2016 16:15
Phone

Cep Şubesi

Upload 1
29.07.2016 16:15
Tablet

Cep Şubesi

Upload 1
29.07.2016 16:14
Phone

AMB

Upload 1
29.07.2016 16:11
Phone, Tablet

Advantage

Upload 1
29.07.2016 16:11
Phone, Tablet



Mobile Center - Devices

MOBILE CENTER

APPS

DEVICES

ADMINISTRATION

admin@defa...



Filter

OS

Android

4.1 Latest

iOS

7.0 Latest

Windows Phone

Features

Availability

Connector

DEVICES |

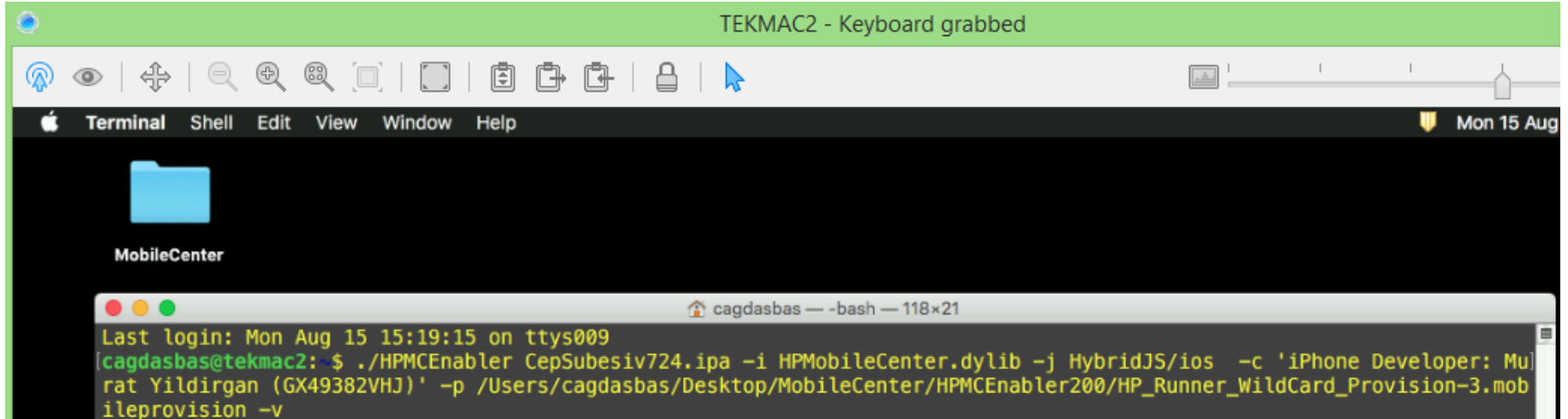
License capacity: 1 out of 50 devices in use

 9.3.2 DEV SIGNED STEP - servperf5 Apple iPad 4 (GSM+CDMA) 9d5f32afbdd8f73e77e1a5b1445... Reserved and in use by me Until: 07.08.2016 17:20	 9.3.2 DEV SIGNED STEP - servperf Apple iPad 4 (GSM+CDMA) 70c0fff9450a0235b62f7de0dd4... Available	 9.3.2 DEV SIGNED STEP - servperf4 Apple iPad 4 (GSM+CDMA) 0167bd8af6015def682d81e587... Available	 9.3.1 DEV SIGNED CepSubesi - Vodaf Apple iPhone 5 (GSM+CDMA) a1a01e0167a7d9ba5b13d9e164... Available	 9.3.2 DEV SIGNED CepSubesi Kurums Apple iPhone 5 (GSM+CDMA) 175fb5857d448ac4b14b88ae03... Available
 9.3.2 DEV SIGNED BonusApp - Vodaf Apple iPhone 5 (GSM+CDMA) 8e94f412e68781b85814b7f38c8... Available	 9.3.2 DEV SIGNED CepSubesi - Turko Apple iPhone 5 (GSM+CDMA) 8d034b81e7734e23d904591a8... Available	 9.3.1 DEV SIGNED BonusApp - Avea Apple iPhone 5 (GSM+CDMA) f5f3820832fcc6d40f980af9ae84... Available	 9.3.2 DEV SIGNED Test Apple iPhone 5 (GSM+CDMA) 9f2ed8af10789284c5d7c9bc555... Available	

Sync &
Charge
USB Hub



iOS - Instrumentation



The screenshot shows a macOS Terminal window titled "TEKMAC2 - Keyboard grabbed". The window displays the file manager interface with a folder named "MobileCenter". A terminal window is open, showing the following command and output:

```
Last login: Mon Aug 15 15:19:15 on ttys009
[cagdasbas@tekmac2:~]$ ./HPMCEnabler CepSubesiv724.ipa -i HPMobileCenter.dylib -j HybridJS/ios -c 'iPhone Developer: Murat Yildirgan (GX49382VHJ)' -p /Users/cagdasbas/Desktop/MobileCenter/HPMCEnabler200/HP_Runner_WildCard_Provision-3.mobileprovision -v
```

Certificate and Provision File

- Wildcard Certificate
- Provision file needs to be updated if a new device added to lab.

MAC Account

- We do instrumentation at MAC servers.
- We have accounts like iOS developers.

Instrumentation

- We don't need developers help or don't take their time.



iOS vs Android



iOS

Only need application ipa file for instrumentation

Just need a Mac account

Android



Developer support required

Dexguard (decompile prevention)

USB port security checks



Developer version connect test network.



Support for non-packaged apps

The screenshot displays the Mobile Center interface. On the left, a task list shows three steps: 'Connect to MC Server 10.230.44.174:8080', 'Prepare mobile device', and 'Finalize and launch application'. The 'Finalize and launch application' step is expanded, showing configuration fields for 'Launch application com.garanti.cepsube'. The 'Package Name' is set to 'com.garanti.cepsube', 'Application Name' is 'com.garanti.cepsube', and 'Instrumented' is set to 'false'. The right side of the interface shows a simulated iPhone 5 screen with a login form titled 'Giriş'. The form includes fields for 'Müşteri / T.C. Kimlik Numarası' and 'Parola', a 'Beni Hatırla' checkbox, and a 'Giriş' button. Below the form are links for 'Müşteri Numaramı Unuttum', 'Parolamı Unuttum', and 'Güvenlik Uyarıları'. A zoom control is visible on the left side of the emulator, set to 100%.

Mobile Center 2.0
New Feature

You no longer need to package native apps to upload them to Mobile Center.

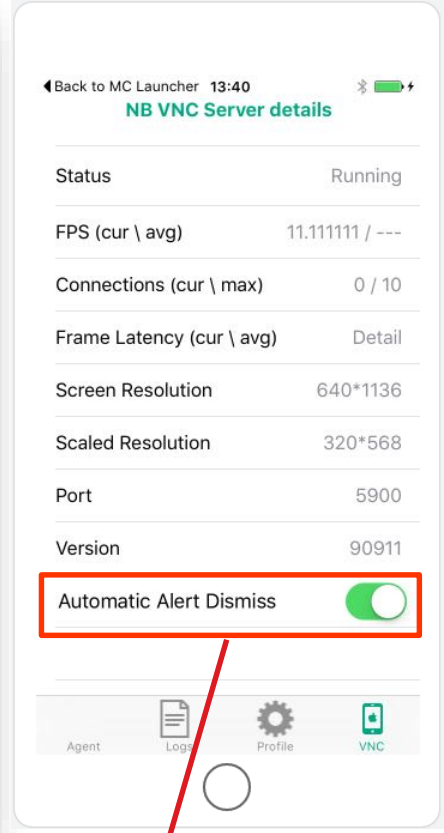
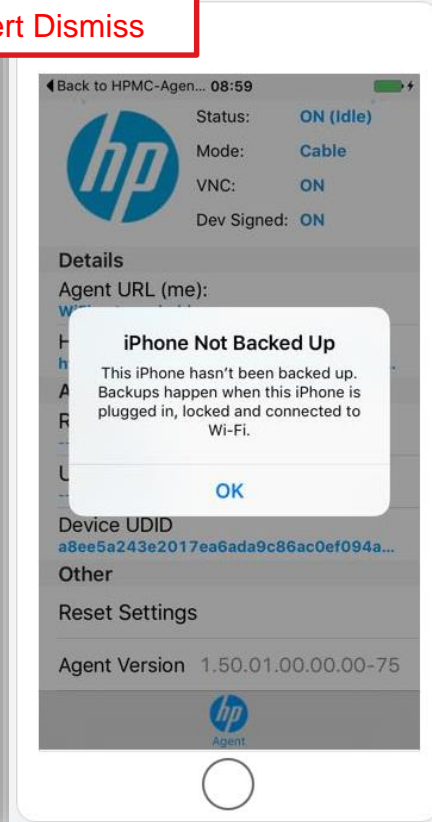
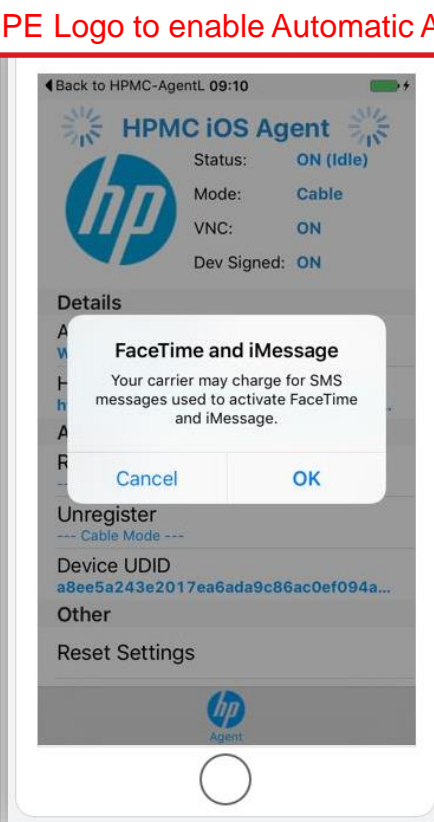
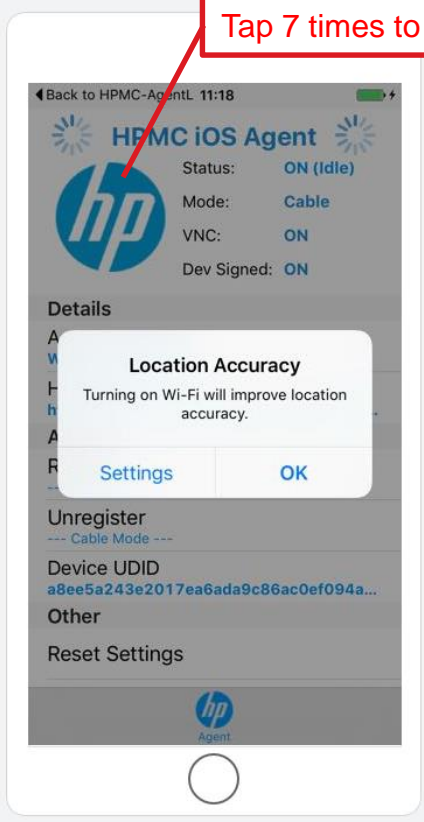
All record and replay features are enabled without instrumentation.

As such, applications downloaded from Apple and Google app stores can be tested directly.



iOS Notification Pop-Ups

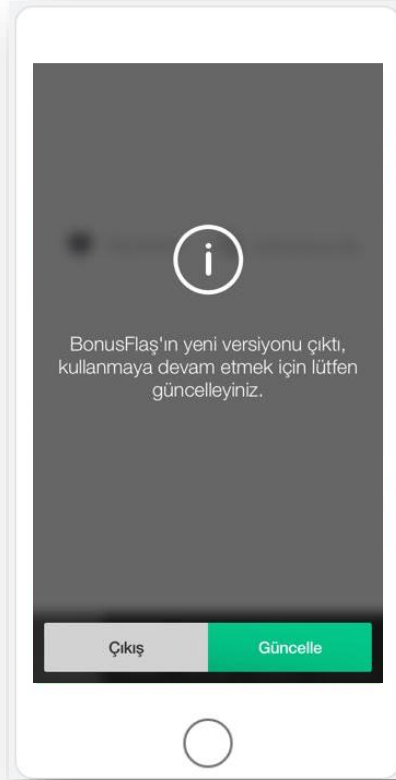
Tap 7 times to HPE Logo to enable Automatic Alert Dismiss



Clear iOS Notification Pop-Ups before running Vugen script



Application Notification Pop-Ups



New Version Push Notification

- Cause BPM script runs to fail and transaction failures

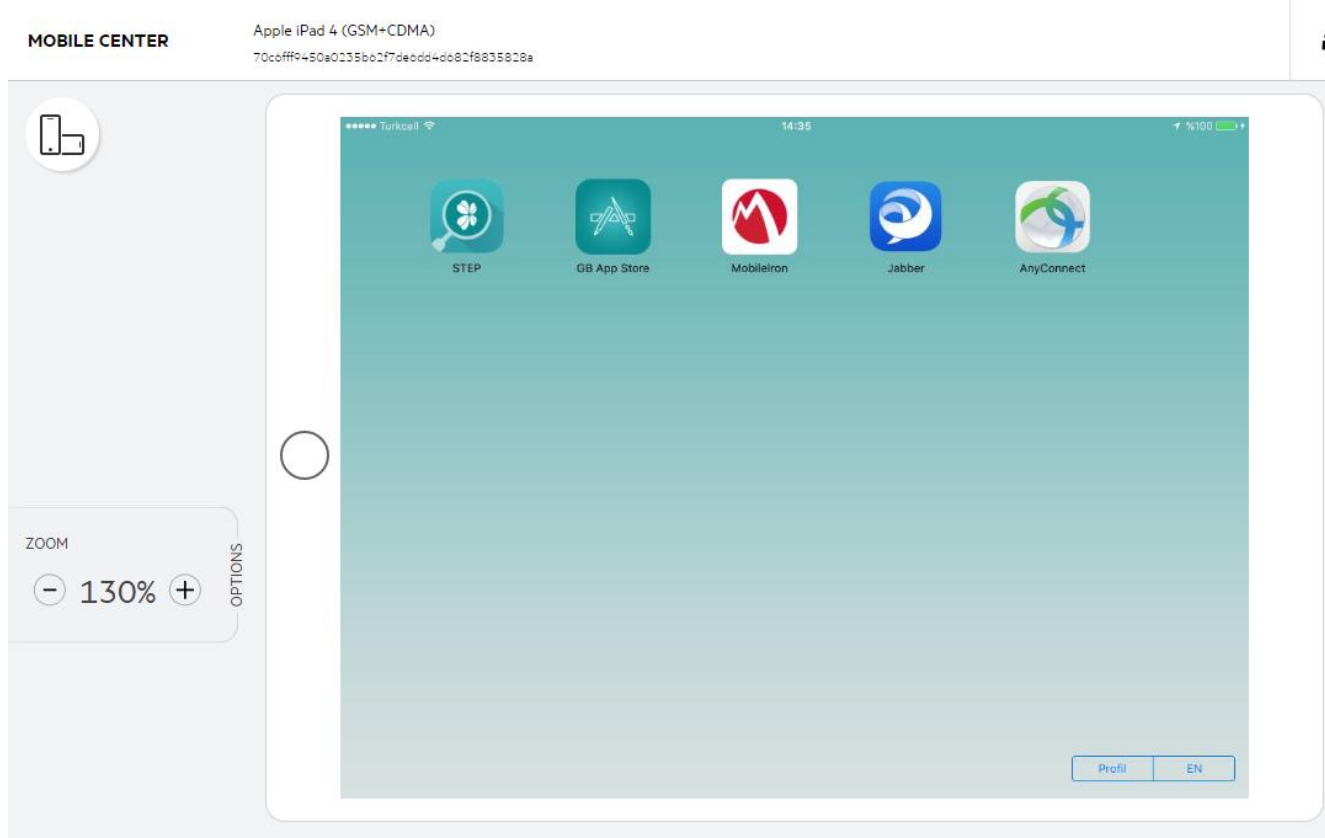


Solution

- Changing Push Notification user group
- Giving privilege at versioning application
- Instrument new app version and install to device



Configuration Needed for Internal Apps



STEP App

- Container Native + Web
- Mobile Iron (MDM)
- Any Connect (VPN)

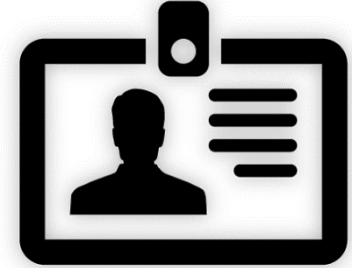
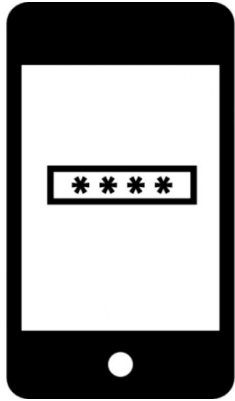


Configuration Needed for Internal Apps

Mobile Center require no passcode on iOS device.

Garanti Bank iOS image installed to iPad has some security policies. Passcode is enabled and it's not possible to remove security policies.

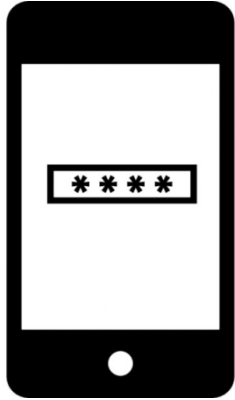
Passcode is also enabled at Mobile Iron profile for all users.



Configuration Needed for Internal Apps

Mobile Center require no passcode on iOS device.

- Password is disabled after security policies removed and mobile iron profile changed.



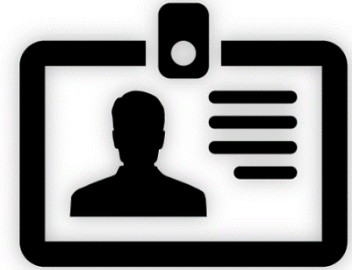
Garanti Bank iOS image installed to iPad has some security policies.

- Company iOS image uninstalled.
- Mobile Iron and Any Connect installed manually.



Passcode is enabled at Mobile Iron profile for all users.

- Mobile Iron profile of Synthetic/System users changed.



Configuration Needed for Internal Apps

The screenshot shows the MobileIron Admin Portal interface. The top navigation bar includes 'DASHBOARD' and 'USERS & DEVICES'. The main content area is titled 'Devices' and 'ActiveSync Associations'. A table lists devices, with 'Service PerfUser' selected. The device details for 'Service PerfUser' are shown, including the status 'Pending' and 'Global' device space. The 'LABELS' tab is active, displaying a list of labels: 'Company-Owned', 'iOS', 'All-Smartphones', 'Corporate Tablets', 'NO_PASSCODE', and 'STEP Prod Users'. The 'NO_PASSCODE' label is highlighted with a red box.

MobileIron ADMIN PORTAL DASHBOARD **USERS & DEVICES**

Devices ActiveSync Associations

Actions Add Export to CSV Labels All-Smartphones service

DISPLAY NAME	CURRENT PHONE...	MODEL	MANUFACT...	PLATFORM...	HOME COUNT...	STA...	REGISTRATI...	LAST CH...
Service PerfUser	PDA 2	Not Available		iOS				Pen...

[View Logs for Device](#)

Service PerfUser

ServicePerfUser@garanti.com.tr

iOS
Data is not available
Data is not available

Status **Pending**
Last Check-in **N/A**
Registered On
Operator
Country Name
Device Space **Global**

DEVICE DETAILS POLICIES **LABELS** CONFIGURATIONS COMMENTS

Name
Company-Owned
iOS
All-Smartphones
Corporate Tablets
NO_PASSCODE
STEP Prod Users



Mobile Center – Vugen Recording Options

The screenshot shows the TrueClient General Settings dialog box with the following configuration:

Property	Value
Server Connection (New script only)	
<input type="checkbox"/> Use secured connection	
Server URL:Port	10.230.44.174:8080
User name	admin@default.com
Password	*****
Collect data on	
<input type="checkbox"/> CPU on device	
<input type="checkbox"/> Free memory on device	
<input type="checkbox"/> Consumed memory on device	
Application	
<input checked="" type="checkbox"/> Restart application	
<input type="checkbox"/> Install application before execution	
<input type="checkbox"/> Delete application after execution	
Network Virtualization	
Transactions	

Install application before execution not required for BPM

TrueClient General Settings

- Mobile Center Settings
- Application
- Restart application

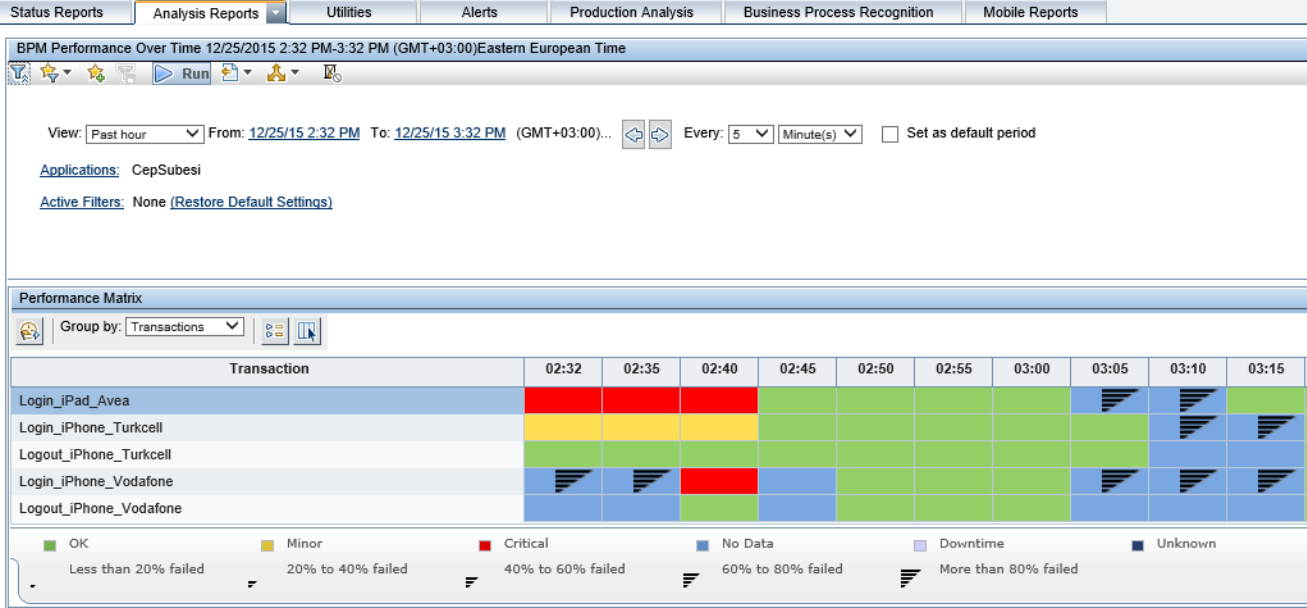
Product Matrix

- Check compatibility of Mobile Center & BPM & Vugen/ Load Runner

Mobile Center version	Integrating tools	Version
2.00	Unified Functional Testing	12.53
	Lean Functional Testing	12.53
	Business Process Testing	12.53
	LoadRunner / TruClient	12.53
	Performance Center	12.53
	Sprinter	12.53
	Network Virtualization	9.10
	Business Process Monitor	9.30
	AppPulse Mobile	2.2



Cyber Attacks



We started monitoring Cep Subesi App with all GSM operators in Turkey during cyber attacks

Compare GSM Operators performance and availability

TEKNOLOJİ

Hürriyet > Haberler > Teknoloji > Bankalara siber saldırı bugün de devam ediyor

Bankalara siber saldırı bugün de devam ediyor

Hürriyet Haber

25 Aralık 2015 - 07:11 | Son Güncelleme : 25 Aralık 2015 - 13:01



Tweetle

G+1

5

copy

- A +

Yorum yaz

Dün başlayan bankalara yönelik siber saldırı bugün de devam ediyor, bazı bankalarda işlemler aralıklarla yapılmıyor.

Reuters'in haberine göre Türkiye'de bazı kamu kurumu ve bankaların internet sitelerinin çalışmamasına neden olan siber saldırı bugün de devam ederken, bankalarda aralıklarla işlemler yapılmıyor; kredi kartı ödemeleri gerçekleştirilemiyor.

Türkiye'deki başlıca bankaların ve bazı kamu kurumlarının internet sitelerine dün öğleden sonra DDoS olarak adlandırılan suni internet trafiği saldırısı nedeniyle bir



Problems Detected via Mobile Center & BPM

Garanti Business Service Management - End User Management Full Screen View User: Cagdas Basaran (Garanti Teknoloji)

MyBSM Applications Admin Help Site Map

Analysis Reports > BPM Performance Over Time

Status Reports Analysis Reports Utilities Alerts Production Analysis Business Process Recognition Mobile Reports

BPM Performance Over Time 12/28/2015 11:00 AM-11:55 AM (GMT+03:00)Eastern European Time

View: Custom From: 12/28/15 11:00 AM To: 12/28/15 11:55 AM (GMT+0)

Applications: CepSubesi

Active Filters: None (Restore Default Settings)

Date: Today

- PerformansYoneti... HP BSM Positive Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Major Alert Pzt 28.12.2015 11:55
- PerformansYoneti... HP BSM Positive Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Major Alert Pzt 28.12.2015 11:53
- PerformansYoneti... HP BSM Positive Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Critical Alert Pzt 28.12.2015 11:50
- PerformansYoneti... HP BSM Positive Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Major Alert Pzt 28.12.2015 11:50
- PerformansYoneti... HP BSM Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Major Alert Pzt 28.12.2015 11:49
- PerformansYoneti... HP BSM Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Major Alert Pzt 28.12.2015 11:46
- PerformansYoneti... HP BSM Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Critical Alert Pzt 28.12.2015 11:43
- PerformansYoneti... HP BSM Alert: CepSubesi : CepSubesi Login BPM Transaction Availability Major Alert Pzt 28.12.2015 11:43

Performance Matrix

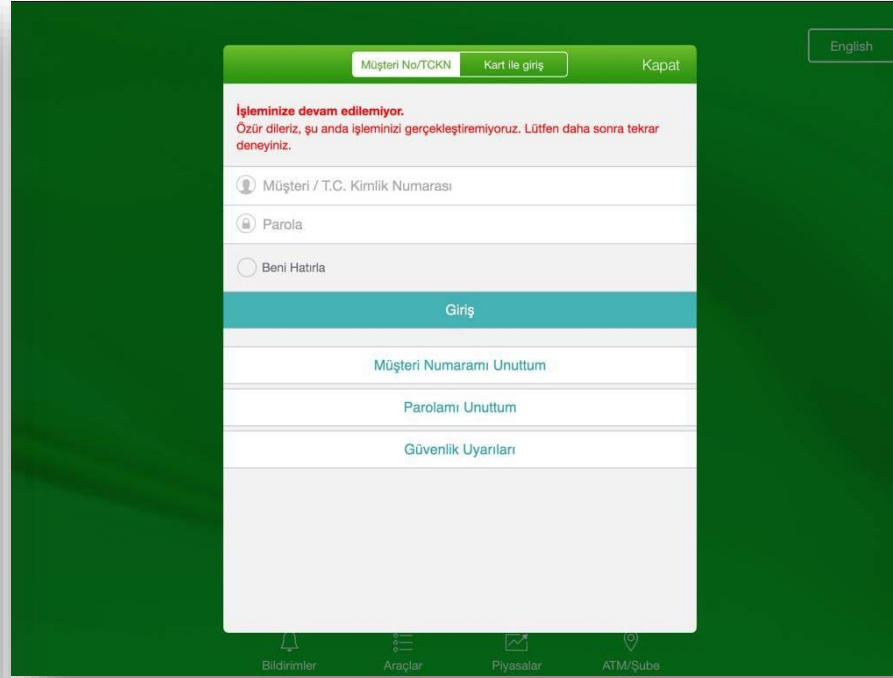
Group by: Transactions

Transaction	11:00	11:05	11:10	11:15	11:20	11:25	11:30	11:35	11:40	11:45	11:50
Login_iPad_Avea	OK	OK	OK	OK	OK	No Data	No Data	No Data	No Data	No Data	OK
Login_iPhone_Turkcell	OK	OK	OK	OK	No Data	No Data	No Data	No Data	OK	OK	OK
Logout_iPhone_Turkcell	No Data	OK	OK	OK	No Data	No Data	No Data	No Data	No Data	OK	OK
Login_iPhone_Vodafone	OK	OK	OK	OK	OK	OK	No Data	No Data	No Data	No Data	No Data
Logout_iPhone_Vodafone	OK	OK	OK	OK	OK	OK	No Data	No Data	No Data	No Data	No Data

■ OK ■ Minor ■ Critical ■ No Data ■ Downtime ■ Unknown
▒ Less than 20% failed ▒ 20% to 40% failed ▒ 40% to 60% failed ▒ 60% to 80% failed ▒ More than 80% failed



Problems Detected via Mobile Center & BPM



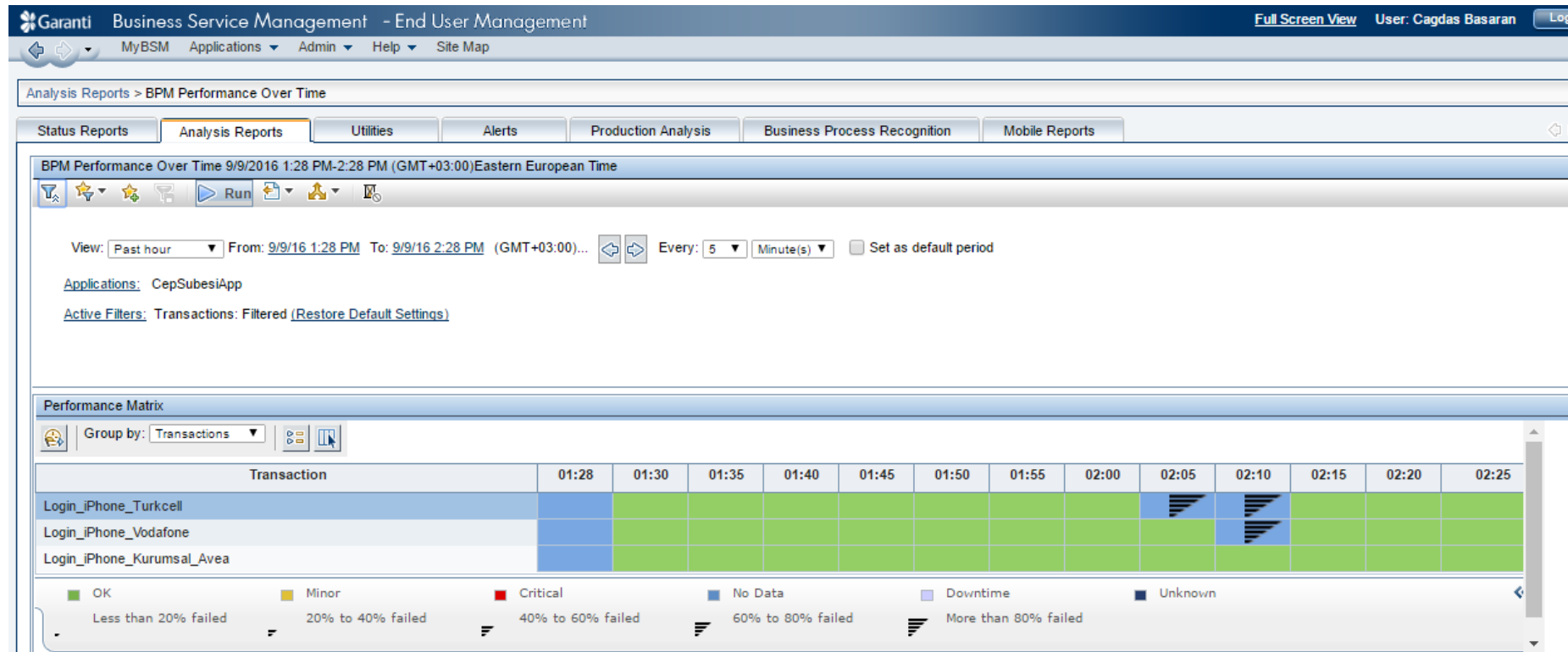
Technical Error



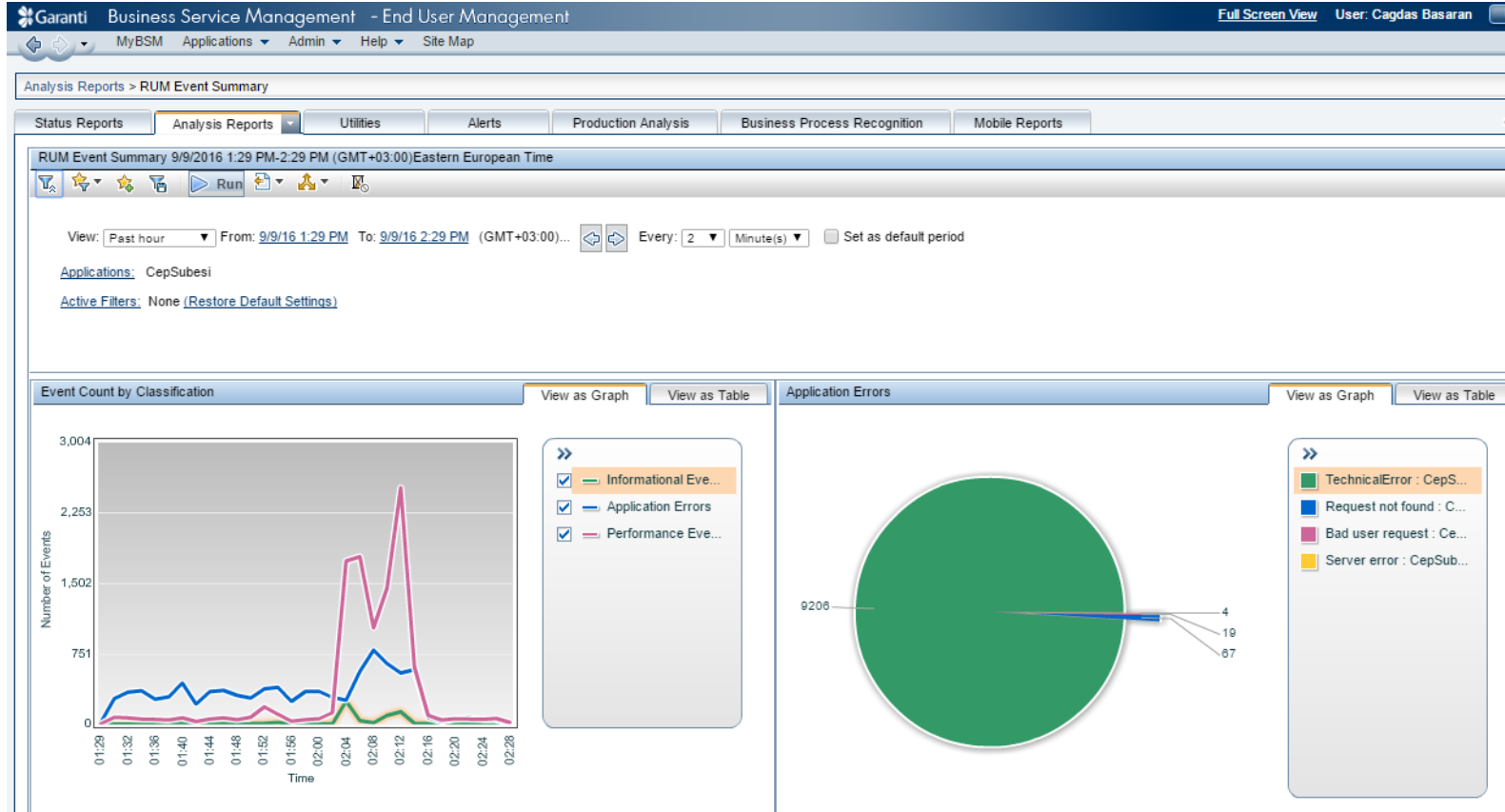
Connection Problem



Problems Detected via Mobile Center & BPM



Problems Detected via Mobile Center & BPM



Problems Detected via Mobile Center & BPM

Garanti Business Service Management - End User Management

hp MOBILE CENTER

Analysis Reports > BPM Performance Over Time

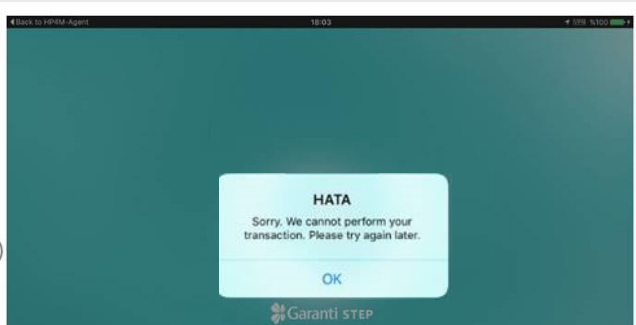
Status Reports Analysis Reports Utilities Alerts Production Analysis Business Process R

BPM Performance Over Time 1/20/2016 5:30 PM-6:40 PM (GMT+03:00)Eastern European Time

View: Custom From: 1/20/16 5:30 PM To: 1/20/16 6:40 PM (GMT+03:00)... Every: 5 Minute(s)

Applications: StepApps

Active Filters: None (Restore Default Settings)



Performance Matrix

Group by: Transactions

Transaction	05:30	05:35	05:40	05:45	05:50	05:55	06:00	06:05	06:10	06:15	06:20	06:25	06:30	06:35
StepHYSLoginServiceperf	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
StepHYSLoginServiceperf4	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
StepLoginServiceperf	OK	OK	Minor	Minor	Minor	Minor	Minor	Minor	Minor	Minor	Minor	Minor	Minor	Minor
StepLoginServiceperf4	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

OK Minor Critical No Data Downtime Unknown
Less than 20% failed 20% to 40% failed 40% to 60% failed 60% to 80% failed More than 80% failed

- PerformansYoneti... HP BSM Positive Alert: StepApps : StepApps Login BPM Transaction Availability Critical Alert Çar 20.1.2016 18:24
- PerformansYoneti... HP BSM Alert: StepApps : StepApps Login BPM Transaction Availability Minor Alert Çar 20.1.2016 18:15
- PerformansYoneti... HP BSM Alert: StepApps : StepApps Login BPM Transaction Availability Minor Alert Çar 20.1.2016 18:02
- PerformansYoneti... HP BSM Alert: StepApps : StepApps Login BPM Transaction Availability Critical Alert Çar 20.1.2016 17:54



Problems Detected via Mobile Center & BPM

Garanti Business Service Management - End User Management

MyBSM Applications Admin Help Site Map

Analysis Reports > BPM Performance Over Time

Status Reports Analysis Reports Utilities Alerts Products

BPM Performance Over Time 8/6/2016 6:00 AM-6:40 AM (GMT+03:00)Eastern European Time

View: Custom From: 8/6/16 6:00 AM To: 8/6/16 6:40 AM (GMT+03:00)...

Applications: StepApp

Active Filters: None (Restore Default Settings)

Performance Matrix

Group by: Transactions

Transaction	06:00	06:05	06:10	06:15	06:20	06:25	06:30	06:35
StepLoginServiceperf4	OK	OK	OK	No Data	No Data	No Data	OK	OK
StepHYSLoginServiceperf4	OK	OK	OK	No Data	No Data	No Data	OK	OK
StepLoginServiceperf	OK	OK	OK	No Data	No Data	No Data	OK	OK
StepHYSLoginServiceperf	OK	OK	OK	No Data	No Data	No Data	OK	OK
StepLoginServiceperf5	OK	OK	OK	No Data	No Data	No Data	No Data	OK
StepHYSLoginServiceperf5	OK	OK	OK	No Data	No Data	No Data	No Data	OK

Legend: OK (Green), Minor (Yellow), Critical (Red), No Data (Blue), Downtime (Purple), Unknown (Dark Blue)

Less than 20% failed, 20% to 40% failed, 40% to 60% failed, 60% to 80% failed, More than 80% failed

Turkcell 06:17 %100

Kapat

Bağlantı hatası

Lütfen İnternet ve VPN bağlantınızı kontrol edin!

OK



Problems Detected via Mobile Center & BPM

4 Date: Yesterday

- PerformansYoneti... HP BSM Positive Alert: m.garanti.com.tr : m.garanti.com.tr BPM Transaction Availability Critical Alert
- PerformansYoneti... HP BSM Alert: m.garanti.com.tr : m.garanti.com.tr BPM Transaction Availability Critical Alert

Pzt 11.1.2016 23:50

Pzt 11.1.2016 23:41

Garanti Business Service Management - End User Management Full Screen View User: Cagdas Basaran (Garanti Teknoloji)

MyBSM Applications Admin Help Site Map

Analysis Reports > BPM Performance Over Time

Status Reports Analysis Reports Utilities Alerts Production Analysis Business Process Recognition Mobile Reports

BPM Performance Over Time 01/11/2016 11:00:00 PM-01/12/2016 01:00:00 AM (GMT+03:00)Eastern European Time

View: Custom From: 1/11/16 11:00 PM To: 1/12/16 1:00 AM (GMT+03:00)... Every: 5 Minute(s) Set as default period

Applications: m.garanti.com.tr

Active Filters: None (Restore Default Settings)

Performance Matrix

Group by: Transactions

Transaction	11:00	11:05	11:10	11:15	11:20	11:25	11:30	11:35	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15	12:20	12:25	12:30	12:35	12:40	12:45	12:50	12:55
Anasayfa_mgaranticomtr_Turkcell	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
Anasayfa_mgaranticomtr_Vodafone	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

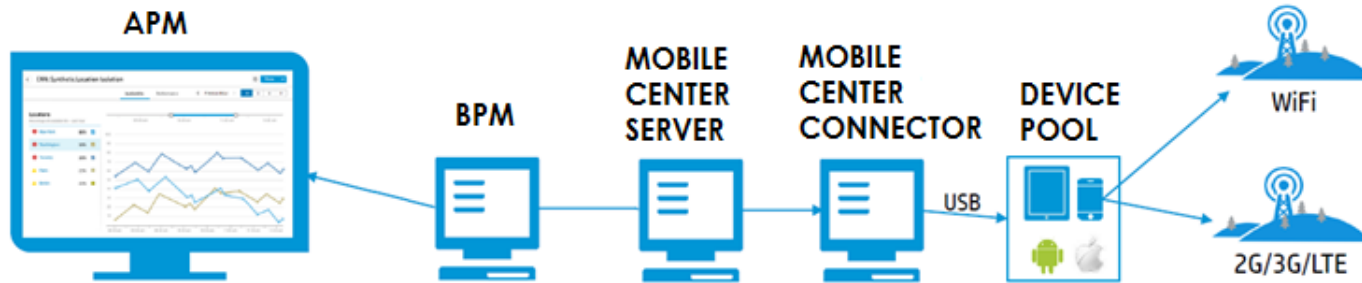
Legend: OK, Minor, Critical, No Data, Downtime, Unknown, Less than 20% failed, 20% to 40% failed, 40% to 60% failed, 60% to 80% failed, More than 80% failed



Mobile Center and BPM Configuration

Configuration	Value	Default
BPM Script Total Run Time	2 min	-
BPM Script Schedule	Every 5 min	-
BPM Script Timeout	180 sec	900 sec
Mobile Center Device Lock Idle Time	5 min	120 min

These values needs to be compatible with each other.



BPM Script Timeout

The screenshot shows the Garanti Business Service Management interface. The main window displays a tree view of 'End User Monitors' on the left and a table of data collectors on the right. The 'Edit Data Collector Settings' dialog box is open, showing the 'Advanced Settings' tab. The 'Timeout (sec.): 180' field is highlighted with a red box.

Host	Location	Version	Schedules	WebTraces	B...
PTEKBPM01	PTEKBPM01	9.26	Every 5 minutes, all wee...		M...

Edit Data Collector Settings

Define the run mode of the monitors on the selected data collectors.

Timeout (sec.):

Run mode: **Step (sec.):**

Classic run mode description:
All scripts in the Business Transaction Flow run sequentially, according to the defined order.
All WebTrace schemes run concurrently with the first script, once the Business Transaction Flow begins an iteration.



Mobile Center Device Lock Idle Time

MOBILE CENTER APPS DEVICES **ADMINISTRATION** admin@defa...

Users
Device Groups
Settings
Reservations
Licenses

ADMINISTRATION SETTINGS

DISCARD CHANGES

Anonymous access
Allowed anonymous access for Appium. True False

Sanitize reports
Sanitize reports log. True False

Reset idle time after device message
Resets the device's idle time whenever a new device message arrives (e.g. logs, metrics, etc.) True False

Device lock idle time in minutes
Length of device idle time after which the device will be considered inactive and its lock will be automatically removed.

VERIFY AND SAVE

Length of device idle time after which the device will be considered inactive and its lock will be automatically removed.



Always Use Script Parameters at BPM Application Configuration

Allows you to update application at device without changing BPM script

Vugen script'i record appld and deviceId at default.cfg

Garanti Business Service Management - End User Management Administration

Monitoring

CI	BPM	RUM
End User Monitors		
DOMAIN_CONTROLLER		
INTERNET		
INTRANET		
ISTIRAKLER		
MOBILE		
BonusApp		
CepSubesi		
StepApps		
m.garanti.com.tr		
PREPROD		
WEBSERVICE		

CepSubesiIpadAvea

MC Scripts > CepSubesiIpadAvea

default.cfg

```
CompilerLogMetadata.xml 08.11.2015 20:58 XML Document 1 KB
default.cfg 25.12.2015 13:58 CFG File 4 KB
default.cfg - Notepad
File Edit Format View Help
NetworkConditionsType=5
NetworkConditionsUserType=
EnableNetworkConditions=0
AppOSType=IOS
CPU=0
appId=17fc79d6-d772-4e28-a8bc-56fa098b6283
deleteAppAfterExecution=0
NetworkConditionsUsePredefined=1
deviceId=9d5ff32afbdd8f73e7fe1a5b144527d4364388ad
```

Application "m.garanti"

General Application

Business Transaction Flows Order

WebTraces

Script Parameters

BTF Name	Script ...	Name	Value
Mgarantiphone/Vodafone	Mgaranti...	MobileServerPassword	
Mgarantiphone/Vodafone	Mgaranti...	MobileDevice	a8ee5a243e2017ea6ada9c86ac0ef094a9...
Mgarantiphone/Vodafone	Mgaranti...	MobileApp	com.hp.HPMobileWebBrowserINJ
Mgarantiphone/Vodafone	Mgaranti...	MobileServerURL	
Mgarantiphone/Vodafone	Mgaranti...	MobileServerUserName	

It's possible to override Script default.cfg with script parameters.


Case Study – How To Avoid Fake Alerts

Garanti Business Service Management - End User Management Full Screen View User: Cagdas Basaran (Garanti Teknoloji)

MyBSM Applications Admin Help Site Map

Analysis Reports > BPM Performance Over Time

Status Reports Analysis Reports Utilities

 Always monitor an app on more than one device

BPM Performance Over Time 1/27/2016 1:50 PM-2:50 PM (GMT+03:00) Central European Time

View: Custom From: 1/27/16 1:50 PM To: 1/27/16 2:50 PM (GMT+03:00) ... Every: 5 Minute(s) Set as default period

Applications: Collection: MOBILE

Active Filters: None (Restore Default Settings)

3 devices run BPM script every 5 minutes

Alert not triggered

Performance Matrix

Transaction	Application	01:50	01:55	02:00	02:05	02:10	02:15	02:20	02:25	02:30	02:35	02:40	02:45
Login_iPad_Avea	CepSubesi							Fail	Fail				Fail
Logout_iPhone_Vodafone	CepSubesi				Fail				Fail	Fail			
Login_iPhone_Vodafone	CepSubesi				Fail			Fail	Fail	Fail			
Login_iPhone_Turkcell	CepSubesi												Fail
Logout_iPhone_Turkcell	CepSubesi												

Definition Details

Trigger Condition
Send the alert if availability is less than 10 percent calculated over a 15 minute(s) period with a minimum of 6 transaction(s)

Filter
Limit the alert to CepSubesilpadAvea -> Login_iPad_Avea; Ce...ilphoneVodafone -> Login_iPhone_Vodafon transactions

Alert Condition - 6 transaction fail in 15 minutes
3 devices should fail at the same time to trigger an alert



Case Study – Running Two Different Apps on Same Device



Use BPM offset to schedule more than one app on the same device

Cep Şubesi

m.garanti.com.tr

S...	Host	Location	Version	Schedu
PTEKBPM01	PTEKBPM01		9.26	Every 5 minute

Schedules	Offset (sec.)	Time Zone	Assigne
Every 5 minutes, all w...	180	Data collector time	PTEKBPM01;

Offset 180 sec

BTF Name	Last Run Start Time
MgarantiphoneAvea	16:23:00 (BPM local time)
MgarantiphoneTurkcell	16:23:00 (BPM local time)
MgarantiphoneVodafone	16:23:00 (BPM local time)

BTF Name	Last Run Start Time
CepSubesilpadAvea	16:22:19 (BPM local time)
CepSubesilphoneTurkcell	16:20:10 (BPM local time)
CepSubesilphoneVodafone	16:20:10 (BPM local time)

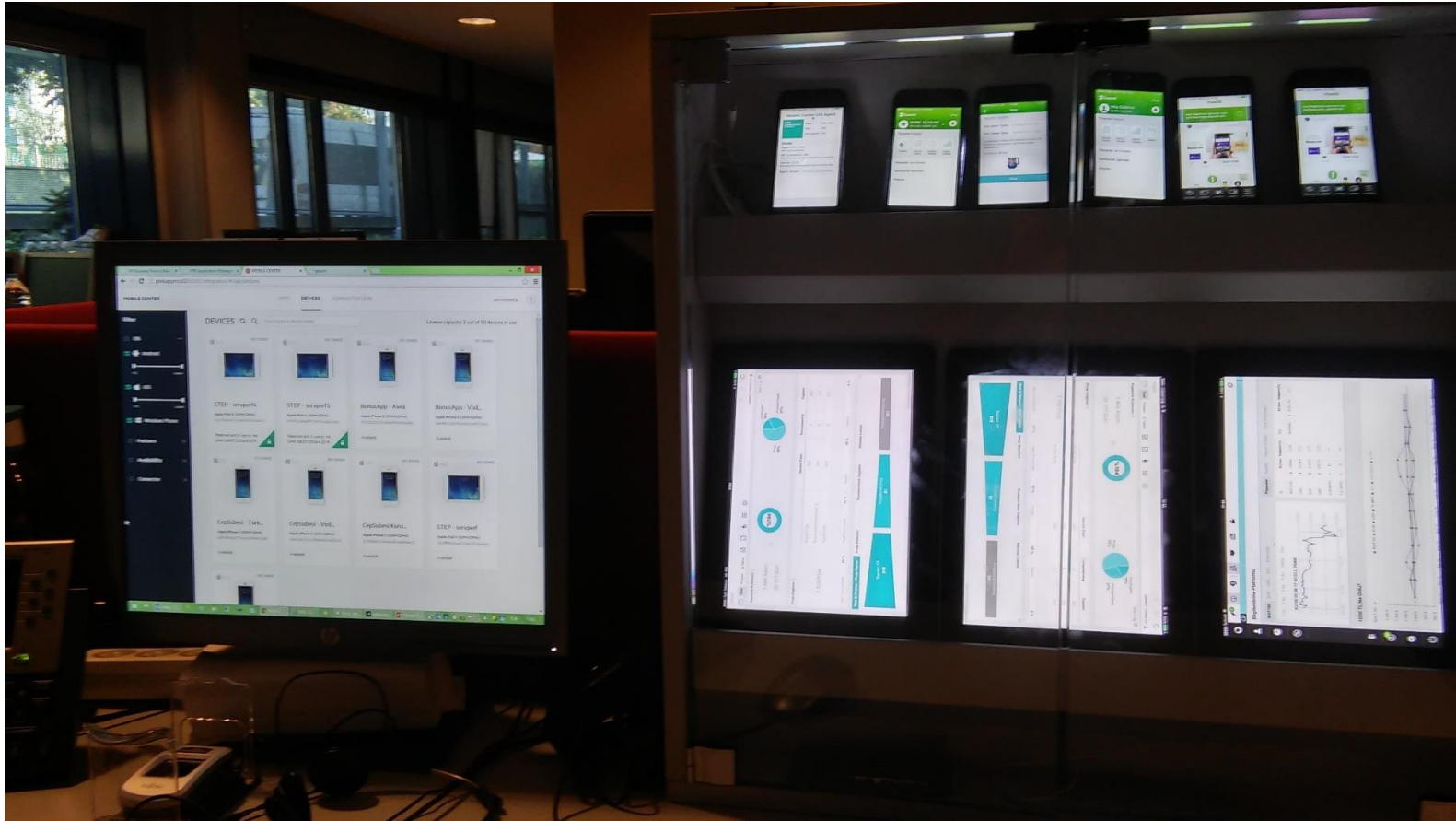
S...	Host	Location	Version	Schedu
PTEKBPM01	PTEKBPM01		9.26	Every 5 minutes

Schedules	Offset (sec.)	Time Zone	Assigne
Every 5 minutes, all w...	10	Data collector time	PTEKBPM01;

Offset 10 sec



Garanti Bank - Mobile Center Connector & Devices



Advantages of Mobile Center



Real Time on Real Device just like Real Customers

- Before Mobile Center: Emulator + 3G card on a server



Compare

- Wifi - 3G - 4G
- GSM Operators performance and availability



Easy Installation and Setup

- Standalone connectors
- Device farms on different locations



Easy Device Management

- Adding new device to lab
- Remote device management



Business Problems


- Detect problems related to changes (new version, server changes) on production.
- Detect connection issues like VPN problems



Customer Point of View

- Best support experience
- Surprising and useful features on each release





**Hewlett Packard
Enterprise**

HP Business Process Monitor

Software Version: 9.30

BPM Real Device Monitoring

Document Release Date: July 2016
Software Release Date: July 2016

HPE Mobile Center Help

Version 2.00



Get Started

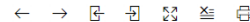
Set Up Mobile Lab

Automated Testing

Performance Testing

More

Movies



Get Started > Content and PDFs

Content & PDFs

Mobile Center includes the following help content and PDF guides:

 Indicates an external link outside this Help Center.

Get Started

[Introducing Mobile Center](#)

Outlines how administrators and testing/monitoring engineers use Mobile Center.

[What's New in Mobile Center](#)

Describes the newest features in the latest version of Mobile Center.

[Readme](#) 

Provides general information about Mobile Center such as system requirements and limitations.

[My product matrix](#)

Details the supported integrations for each version of Mobile Center.

Installation

[Install Mobile Center](#)



How to install the latest version of Mobile Center.

Administrator Tasks

[Configure the app packager](#)

How to configure Mobile Center to package your apps automatically on upload.

[Administrator settings](#)

How to configure the administrator settings.

[Add users and manage your lab](#)

How to manage users, apps, and devices.



Thanks

GARANTI
TEKNOLOJİ





Discover
2016
London
Nov 29 -
Dec 1

Discover 2016 London

- Excel London

- In today's idea economy, success favors enterprises that can reinvent to outpace the competition. Discover 2016 can put your enterprise in the lead. Come to the intersection of digital transformation, technology and ideas. Accelerate what's next for your business.
- Join more than 10,000 IT executives, architects, engineers, partners and innovators from around the globe. Accelerate your unique digital transformation journey. Explore how to deliver seamless experiences, harness data, mitigate risk, boost agility and enable workforce productivity.
- Dive into Discover 2016.

Register Now and receive your member discount
hpe.com/discover



Top ten reasons to attend

1

**Get ready to transform your IT**

Transforming to a hybrid infrastructure, protecting your digital enterprise, empowering the data-driven organization and enabling workplace productivity can position your enterprise for success. Learn how Hewlett Packard Enterprise is the best strategic digital partner equipping you for transformation.

2

**Hear from the Hewlett Packard Enterprise leadership team and other industry visionaries**

Learn about our four Transformation Areas and hear directly from President and Chief Executive Officer Meg Whitman and the executive team on how Hewlett Packard Enterprise is helping you go further, faster.

3

**Accelerate next with Hewlett Packard Enterprise Transformation Advisors**

Bring your digital transformation to life through one-on-one consultations with our solution architects on hand to answer your questions and address your challenges to help you accelerate what's next for your business.

4

**Seize valuable opportunity**

Time-to-value is the new name of the game, and the ability to capitalize immediately is key to survival. Through the Transformation Zone and Innovation and Spotlight Sessions, you'll learn how HPE can help you transform your organization to significantly reduce the time-to-value of your IT investments.

5

**Accelerate transformation with IT consumption**

The velocity of change in today's IT world is daunting. Driving innovation while still running the business is essential. Through a series of Spotlight, Theater and Breakout Sessions, learn how you can fund transformation, map your investment strategy to your IT roadmap and achieve faster time-to-market.

6

**Take a sneak peek at tomorrow's technologies**

Customers and partners under CDA can get early access to preview upcoming Hewlett Packard Enterprise products and solutions.

7

**Find answers to your biggest business and IT challenges**

Discover 2016 is the perfect place to find solutions, seek new innovations and learn how Hewlett Packard Enterprise can help your enterprise succeed.

8

**Explore the Transformation Zone**

Interact with experts and peers and learn more about Hewlett Packard Enterprise's most innovative technologies. See the latest products and solutions while speaking with the engineers and architects who created them.

9

**Expand your network and grow relationships**

Engage with other IT professionals, schedule formal onsite meetings at the Hewlett Packard Enterprise Meeting Center or visit the Guru Bar to chat with Hewlett Packard Enterprise experts.

10

**Tap into the power of our partners**

Meet with Discover 2016 sponsors, including Intel and Microsoft, in the Transformation Zone. See how collaboration and our growing network is bringing more opportunity and advantages for you.

Thank you

- Complete the short survey and opt-in for more information from Hewlett Packard Enterprise.

www.hpe.com

www.vivit-worldwide.org

