READ ME FIRST

BMC® Transaction Management Application Response Time 2.9.00

1. Obtain the product from kits or EPD sites

BMC Transaction Management Application Response Time is an enterprise-monitoring product that consists of three components, BMC TM ART Central, Execution Servers, and the Monitor Workbench. These components work together to manage the performance and reliability of worldwide applications to measure site health based on end-user experience metrics, such as availability, accuracy and performance.

You can install BMC TM ART stand-alone, or you can integrate it into a PATROL® environment by installing the BMC TM ART Knowledge Module®.

To install BMC TM ART Central, Execution Servers, Monitor Workbench, and the KM, you need the BMC Transaction Management Application Response Time kit, which contains three CDs:

- BMC Transaction Management Application Response Time Central and Execution Server to install these components and access related documentation
- BMC Transaction Management Application Response Time Monitor Workbench to install this component and access related documentation
- BMC Transaction Management Application Response Time KM to install this component and access utilities for transitioning from PATROL End-to-End Response Timer to BMC TM ART

SilkTest for BMC Transaction Management Application Response Time by Segue Software is an optional component of BMC TM ART. Use this component to record scripts on fat client and GUI applications that may use non-standard protocols or that cannot be scripted at the network protocol level. To install this component, you need the SilkTest for BMC Transaction Management Application Response Time by Segue Software kit, which contains one CD to install this component and access related documentation.

2. Review the installation documentation

Release notes, a getting started guide, and installation guides are provided in print in the product kits. They can also be downloaded from the EPD and Support sites. Electronic versions of books and tutorials are provided on the product CDs. These documents are installed with the products and can be accessed from the product Help menus. For a list of documents included in this release, see BMC Transaction Management Application Response Time—Infrastructure Edition Getting Started or BMC Transaction Management Application Response Time—Service Level Edition Getting Started. Review the following documents, located in their respective kits, before starting to install:

As part of BSM, BMC Transaction Management Application Response Time (BMC TM ART) enables companies to measure the performance of business applications by executing business transactions and monitoring response times from non-dedicated desktop environments.

Measuring and reporting application response times from the end user’s perspective is increasingly important to validate system performance and serve as the foundation for quantifiable management of, and reporting on, service-level agreements. It also serves as the foundation of BSM, providing critical performance information about the infrastructure upon which the business depends.

Use this document as an orientation for installing and configuring BMC TM ART.
For BMC TM ART Central, Execution Servers, and Monitor Workbench:

- BMC Transaction Management Application Response Time—Infrastructure Edition Getting Started
- BMC Transaction Management Application Response Time—Service Level Edition Getting Started
- BMC Transaction Management Application Response Time Release Notes
- BMC Transaction Management Application Response Time Central Installation and Setup Guide
- BMC Transaction Management Application Response Time Monitor Workbench Installation Guide

For the BMC TM ART KM:

- BMC Transaction Management Application Response Time—Infrastructure Edition Getting Started
- BMC Transaction Management Application Response Time—Service Level Edition Getting Started
- BMC Transaction Management Application Response Time Knowledge Module Release Notes

For SilkTest and SilkTest International for BMC TM ART:

- SilkTest and SilkTest International for BMC Transaction Management Application Response Time Installation Guide
- SilkTest and SilkTest International for BMC Transaction Management Application Response Time Release Notes

To upgrade an existing installation of the BMC TM ART version 2.8 to 2.9 and preserve your configuration and data, use the procedure “Migrating from BMC TM ART version 2.8 to version 2.9” on page 35 of BMC Transaction Management Application Response Time—Infrastructure Edition Getting Started or BMC Transaction Management Application Response Time—Service Level Edition Getting Started.

3. Gather installation information

Use the installation worksheet in BMC Transaction Management Application Response Time Getting Started to gather information about the installation.

4. Install the products

Install the BMC TM ART products based on the gathered installation information and your installation scenario (installing BMC TM ART stand-alone or integrating BMC TM ART into a PATROL environment). For the general installation sequence, see the “Installation task map” in BMC Transaction Management Application Response Time Getting Started. For specific installation information, such as requirements and detailed instructions, see the installation documentation listed previously in “Review the installation documentation.”

5. Configure the products

After you install the BMC TM ART products, you must perform the following configuration tasks:

- For BMC TM ART Central, a system administrator must perform initial configuration tasks before you can begin using the product. After initial configuration is complete, you must set up user accounts, projects, and locations, and add Execution Servers. For instructions, see the BMC Transaction Management Application Response Time Central Administrator Guide.

- If you install the BMC TM ART KM, you must load the KM into the PATROL console and specify the BMC TM ART Central server settings. For instructions, see the KM online Help.