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MERCURY BUSINESS AVAILABILITY CENTER™

Client Monitor Administration

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Mercury Business Availability Center

Client Monitor Administration

Version 6.1

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Client Monitor Administration

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Mercury Interactive Corporation
379 North Whisman Road
Mountain View, CA 94043
Tel: (650) 603-5200
Toll Free: (800) TEST-911
Customer Support: (877) TEST-HLP
Fax: (650) 603-5300

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Welcome to Client Monitor Administration

This guide provides instructions on how to configure and administer the Client Monitor application.

Client Monitor uses the Client Monitor Recorder to create scripts. For details, see *Using Client Monitor Recorder*.

How This Guide is Organized

The guide contains the following chapters:

Chapter 1 Introduction to Client Monitor

Introduces Client Monitor and explains how Client Monitor works.

Chapter 2 Setting Up Client Monitor

Describes how to set up Client Monitor to create and deploy Client Monitor on end user machines.

Chapter 3 Installing Client Monitor

Describes how to install Client Monitor on the computer from which you will administer Client Monitor.

Chapter 4 Client Monitor

Describes how to use Client Monitor.

Chapter 5 The Client Monitor Settings Utility

Describes how to modify Client Monitor settings.

Chapter 6 Script Supplements

Describes how to use a custom script and how to configure Client Monitor to ignore JavaScript.

Who Should Read This Guide

This guide is intended for the following users of Mercury Business Availability Center:

- Mercury Business Availability Center administrators
- Mercury Business Availability Center data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration, scripting, and Mercury Business Availability Center data collectors.

Getting More Information

For information on using and updating the Mercury Business Availability Center Documentation Library, reference information on additional documentation resources, typographical conventions used in the Documentation Library, and quick reference information on deploying, administering, and using Mercury Business Availability Center, refer to *Getting Started with Mercury Business Availability Center*.

1

Introduction to Client Monitor

This chapter introduces Client Monitor and explains how Client Monitor works.

This chapter describes:	On page:
How Client Monitor Works	2
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How Client Monitor Works

Client Monitor gathers performance data directly from an actual user's desktop as the user works with a business application. With Client Monitor, you can correlate performance problems to bottlenecks in the "last mile" connection, regardless of the user's location with respect to the firewall. Client Monitor thus enables you to monitor service level agreements with key customers. In addition, you can alert site managers via pager, mobile phone, SNMP trap, or e-mail whenever a performance problem arises.

Client Monitor is installed on the end-user machine. As the user navigates an application, Client Monitor observes user activity and compares the user actions and events to those marked for monitoring in a Client Monitor script.

When Client Monitor detects that the user is attempting to access a predefined URL, it begins collecting availability and performance data. Client Monitor sends this data, which reflects the actual end-user experience, to the Mercury Business Availability Center database for evaluation. When the user leaves the monitored URL, data collection ceases, and Client Monitor reverts to standby mode until a predefined URL is accessed again.

If pre-set performance levels have not been met, alerts are sent describing the situation (if alerts have been defined in advance). The data can be further analyzed and compared to other indicators, in an attempt to pinpoint any problems.

Client Monitor measures actual response times. For Web applications, Client Monitor uses **traceroute** to measure performance between each Internet connection hop, from the desktop to the target URL. Thus, collected data includes the important last-mile metrics.

Client Monitor automatically connects with Mercury Business Availability Center at regular intervals to check for new or changed monitoring assignments and to upload any collected data for storage and analysis.

Client Monitor Recorder Scripts

Client Monitor runs scripts that describe the activity that is to be monitored on the end-user machines. A script consists of user actions. By combining several user actions, you can define a transaction to provide you with data for a complete activity. (You use the Client Monitor Recorder to create scripts. For details, see *Using Client Monitor Recorder*.)

For example, if you need to know how long it takes for a user to buy a product online, including making a credit card payment, you could define transactions that measure the time taken for the user to retrieve the payment page, to send the request to the credit card company's site, and to receive the approval. You could also set an alert that would notify you if the reply from the credit card company took longer than was stated in the contractual agreement.

Integrating Client Monitor with Mercury Business Availability Center

Client Monitor is operated as an integral part of the Mercury Business Availability Center system that controls, and enables access to, collected data. This data is integrated with that collected by other monitors.

Monitor Administration

You create Client Monitor profiles in the Monitor Administration page. This process consists of assigning Client Monitor scripts to Client Monitor profiles. For Web scripts, you can also specify traceroute destinations. You can create alert schemes to warn service personnel of performance problems as they occur.

For details on creating Client Monitor profiles, see "Adding and Editing Transaction Monitors" in *End User Management Data Collector Configuration*.

For details on configuring alerts, see "Creating Alert Schemes" in *Platform Administration*.

Client Monitor and Mercury Business Availability Center

Client Monitor reports the data collected to the Mercury Business Availability Center database. To track and analyze application performance, you view the data in Mercury Business Availability Center applications. You use reports to spot performance trends or problems, and to analyze issues reported by alerts.

For details on viewing and analyzing Client Monitor data in a specific application, see *Using End User Management*.

For details on maintaining Client Monitor (upgrading, updating, removing, and uninstalling), see "Data Collector Maintenance" in *Platform Administration*.

2

Setting Up Client Monitor

This chapter explains how to set up Client Monitor to monitor Web-based applications.

This chapter describes:	On page:
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Workflow for Setting Up Client Monitor

You create Client Monitor scripts, configure Mercury Business Availability Center to use the scripts, deploy Client Monitor on end-user machines, and run the scripts you created.

To set up Client Monitor:

1 Download and install the Client Monitor installation file to your local machine from the Mercury Business Availability Center Downloads page, to create and deploy Client Monitor on end-user machines.

Note: For Client Monitor setup files to be available on the Downloads page, they must first be installed on Mercury Business Availability Center. For details on installing the Data Collector setup files, see "Installing Components Setup Files to the Mercury Business Availability Center Downloads Page" in *Deploying Servers*.

If you prefer, you can install Client Monitor by running **MCMSetup.exe** directly from the Mercury Business Availability Center Components Setup CD-ROM, supplied with your Mercury Business Availability Center package.

For details, see "Installing Client Monitor Components" on page 12.

2 Create Client Monitor scripts to monitor performance data on end-user machines. Define transactions for a group of user actions that together describe an entire business activity.

For details, see "Script Creation Workflow" in *Using Client Monitor Recorder*.

3 Create a Client Monitor profile on the Monitor Administration page, so that Mercury Business Availability Center can collect data from Client Monitor.

For details on creating Client Monitor profiles, see "Creating Client Monitor Profiles and Editing Business Process Profiles" in *End User Management Data Collector Configuration*.

4 Assign a script (see step 2) to the profile (see step 3).

For details, see "Adding and Editing Transaction Monitors" in *End User Management Data Collector Configuration*.

5 Change the profile status to **Running**.

Working with Client Monitor

The following workflow suggests a way to work with Client Monitor:

1. View and analyze Mercury Business Availability Center reports, generated from the data collected by Client Monitor.

   For details on viewing and analyzing Client Monitor data in a specific application, see *Using End User Management*.

2. Create alerts to notify interested parties of poor performance, and so forth.

   For details, see "Creating Alert Schemes" in *Platform Administration*.

3. Manage and maintain Client Monitor through the Data Collector Maintenance page. For details, see "Upgrading and Updating Client Monitor" and "Removing and Uninstalling Client Monitor" in *Platform Administration*.

3

Installing Client Monitor

This chapter explains how to download and install Client Monitor and Client Monitor Administration Kit.

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Client Monitor Installation Overview

You install Client Monitor on end-user machines to monitor Web pages, Siebel 7.5, PeopleSoft 8.0, and custom applications written in C++ or Visual Basic. You install the Client Monitor Administration Kit on the Client Monitor administrator machine:

- **Client Monitor** – installed on the machines of actual users to measure their end-user experience as they move through Web-based applications
- **Client Monitor Administration Kit** – installed on machines of staff assigned the task of creating and testing Client Monitor scripts which contain a recording of the end-user activity that you want to monitor

Note: From version 5.0 Feature Pack 1 onwards, you no longer use the Client Monitor Administration Kit to create Client Monitor scripts or to administer Client Monitor. (You now administer Client Monitor through Mercury Business Availability Center.) However, you must still select the Admin Kit when installing Client Monitor on the client machine from which you will administer Client Monitor. The kit now serves as a back-end component and, in the future, will aid in the addition of administrator operations.

For details on setting up Client Monitor, see Chapter 2, "Setting Up Client Monitor."

Note that you can deploy Client Monitor by using one of several methods. For details, see step 3 in the installation procedure in "Installing Client Monitor Components" on page 12.

System Requirements

Client Monitor requires the following system setup:

Computer/Processor	Personal computer with a Pentium III 500 MHz or higher processor
Operating System	➤ Windows 2000 Server/Advanced Server Service Pack 4 ➤ Windows 2000 Professional Service Pack 4 ➤ Window XP Professional Service Pack 1
Memory	Minimum 128 MB RAM (Recommended: 256 MB RAM)
Free Hard Disk Space	Minimum 100 MB (Recommended: 200 MB)
Java (for the Client Monitor Recorder)	1.4.2 or later
Web Browser	Microsoft Internet Explorer (IE) 6.0 or later

Upgrading Client Monitor

Note: This section is intended for customers who run a version of Client Monitor prior to version 5.0 FP1.

You can continue to work with Client Monitors already installed on end-user machines. Note, however, that these Client Monitors run only with scripts created prior to Mercury Business Availability Center 5.0 FP1 (that is, the scripts run with Client Monitor versions 4.5 and 5.0).

Moreover, you can continue to create these scripts if you have version 4.5 or 5.0 of the Client Monitor Administration Kit installed on your system.

To work with the current Client Monitor scripts, you must uninstall version 4.5 or 5.0 Client Monitors, and install the current Client Monitor version (that is, version 6.1). For the procedure, see "Installing Client Monitor Components" on page 12.

For the procedure for upgrading Client Monitor, see "Upgrading and Updating Client Monitor" in *Platform Administration*.

Note: You can convert old scripts to the new format. For details on the converter tool, contact Mercury Customer Support.

Installing Client Monitor Components

The following procedure explains how to download and install Client Monitor and the Client Monitor Administration Kit.

Prerequisites

- You must uninstall an existing version of Client Monitor before installing the new version.
- To enable Client Monitor to run, Microsoft® XML Parser (MSXML) 3.0 must be installed on the client computer. You can install the MSXML 3.0 parser in side-by-side mode without replacing other versions of the parser (MSXML2 and MSXML4).

  You download MSXML3 from the Microsoft Web site (http://www.microsoft.com/downloads/details.aspx?familyid=28494391-052b-42ff-9674-f752bdca9582&displaylang=en).

Installing Client Monitor

The following procedure explains how to download and install Client Monitor.

To download and install Client Monitor:

1. In Mercury Business Availability Center, select the **Admin** > **Platform** > **Setup and Maintenance** tab. Select **Downloads** to open the Downloads page.
2. Click **Mercury Client Monitor** to download the setup file (**MCMSetup.exe**) to a local, temporary folder.

Note: For Client Monitor setup files to be available on the Downloads page, they must first be installed on Mercury Business Availability Center. For details on installing the Data Collector setup files, see "Installing Components Setup Files to the Mercury Business Availability Center Downloads Page" in *Deploying Servers*.

If you prefer, you can install Client Monitor by running **MCMSetup.exe** directly from the Mercury Business Availability Center Components Setup CD-ROM, supplied with your Mercury Business Availability Center package.

---

3 Install Client Monitor according to your deployment strategy.

You can prepare more than one Client Monitor file, each with its own configuration. Thus, you can distribute Client Monitor with different settings to various end users.

For example, when preparing Client Monitor for an e-kiosk machine, you would make the deployment transparent, that is, hidden from users. On the other hand, when preparing Client Monitor for an internal user who has requested assistance with Siebel, you would have no need to hide the Client Monitor icon.

a To install Client Monitor on the local client machine only, double-click the **MCMSetup.exe** file to begin installation. The installation program prepares for installation. Skip to step 4.

b To record the installation so that you can install Client Monitor on several machines with the same parameters, use the command prompt with **/r** to begin installation, and create a text file (called a response file) that will include the communication parameters. Enter the following at the command prompt:

```
<path to executable>MCMSetup.exe /r /f1<path to response file>\<name of response file>.txt
```

For example,

```
C:\TEMP>MCMSetup.exe /r /f1C:\TEMP\CM\finance_server.txt
```

The installation program prepares for installation. Skip to step 4.

c To install Client Monitor on a machine using a silent installation, copy the response file to a local folder, download the executable **MCMSetup.exe** to the same machine, use the command prompt with **/s** to begin installation, and point to the response file (as in the previous option).

Client Monitor is installed in silent mode, that is, the installation program does not display any configuration options during the installation process. At the end of the installation a Client Monitor icon is displayed in the Windows tray (if the setting was selected in the response text file).

d To install Client Monitor remotely, use an installer application such as Microsoft Windows Installer.

4 Accept the terms of the license agreement and click **Next**.

5 In the Setup Type dialog box, if you are installing Client Monitor, click **Next**. If you are installing the Client Monitor Administration Kit, select it from the list and click **Next**.

6 In the Host Properties dialog box:

a if you are installing Client Monitor, you can choose between:

- leaving the default host name and location
- changing the host name and location
- deleting the host name and location (do this if you are recording the installation for several machines: during installation on those machines, Client Monitor automatically adds the specific host name and location)

b If you are installing the Client Monitor Administration Kit, leave the host name and location or change them.

7 Choose how often Client Monitor accesses Mercury Business Availability Center when sending data, and how often traceroute traces a packet from the computer to an Internet host. Make sure that the **Enable communication** check box is selected. Click **Next**.

8 In the Mercury Business Availability Center Core Server Settings dialog box, enter the address of the Core Server, for example, http://myserver/topaz.

Note: The URL to the Core Server must end with **/topaz** and not **/MercuryAM**.

---

9 If Client Monitor will connect to the Mercury Business Availability Center server through a proxy server, select the check box, and enter the necessary information. Click **Next**.

10 In the Access Mercury Business Availability Center Core Server dialog box, if the Core Server uses a secure connection and needs authentication to access it, select **Using basic authentication**, and enter the user name and password. Click **Next**.

Note: For details on hardening Client Monitor, see "Client Monitor Agent" in *Hardening the Platform*.

---

11 In the Choose Destination Location box, accept the default location, or click **Browse** to save the Client Monitor directory to another location. After entering the new location, click **Start** to continue.

12 In the Review Settings dialog box, review the settings that you have defined. To review or change any settings, click **Back**. To begin copying files, click **Next**.

13 Client Monitor begins to install the application files, and displays the Client Monitor Settings dialog box. Select or clear any of the check boxes, as follows, and click **Next**:

- **Show Client Monitor tray icon** – The Client Monitor icon is displayed in the Windows tray. For details about Client Monitor, see Chapter 4, "Client Monitor."
- **Run at computer startup** – When selected, Client Monitor is invoked automatically after the installation of the Client Monitor file, and each time the user logs in to the machine.
- **Add shortcuts to the user's Start menu and Desktop** – When selected, Client Monitor is added to the end-user machine's Start menu (**Programs** > **Mercury Client Monitor** > **Client Monitor**) and an icon appears on the desktop.
- **Launch Client Monitor now** – When selected, Client Monitor is launched following installation.

Note: If you clear the **Add shortcuts** check box, it is recommended that you select the **Run at startup** check box. If you select the **Run at startup** check box, you can select or clear the **Add shortcuts** check box.

---

14 Client Monitor setup finishes installation. Click **Finish** to close the installation wizard.

The next stage in setting up Client Monitor is to create scripts. For details, see *Using Client Monitor Recorder*.

4

Client Monitor

This chapter describes Client Monitor.

This chapter describes:	On page:
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The Client Monitor Menu

Right-click the Mercury Client Monitor icon in the system tray to display a pop-up menu that enables you to:



- Select **Mercury Client Monitor Agent** to open the utility, and to view user actions and transactions.
- Select **Disable Mercury Client Monitor Agent** to temporarily stop monitoring, and to stop sending data to Mercury Business Availability Center. You might choose this option if you do not want a particular activity to be monitored. The icon is still displayed in the system tray, but is disabled (the icon changes to gray).

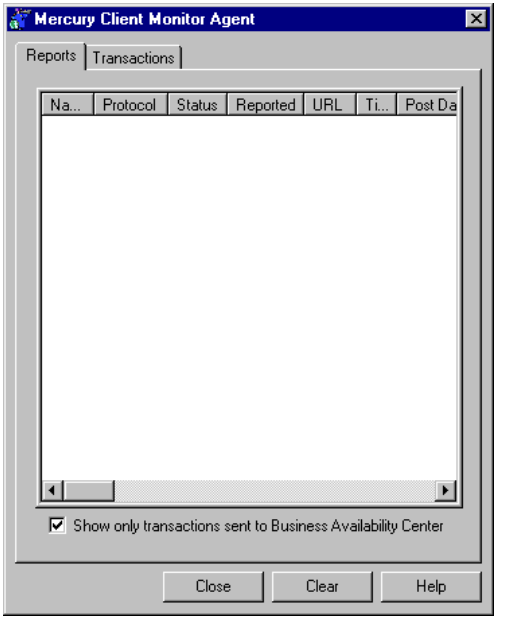
  Select **Enable Mercury Client Monitor** to resume monitoring Web sites or applications.

- Select **Always on Top** to specify that Client Monitor stays in front of other windows.
- Select **Shut Down Mercury Client Monitor Agent** to close Client Monitor. The icon disappears from the system tray.

  If there is no Client Monitor icon in the system tray, you can run Client Monitor from the Start menu (**Programs** > **Mercury Client Monitor** > **Client Monitor Agent**).

The Client Monitor Application

The Client Monitor tabs show the following information:



➤ **Reports** – displays the captured transactions.

Show only transactions sent to Mercury Business Availability Center: Select this check box to display only those transactions and user actions that are defined in a Client Monitor script and are being captured and reported to Mercury Business Availability Center. If this check box is not selected, all transactions and user actions are displayed, including user actions not defined in any script.

➤ **Transactions** – displays the protocols, user actions, and transactions currently assigned to Client Monitor

Note that for Client Monitor to monitor browser activity, you must open the monitored application after Client Monitor is running.

You probably opened Client Monitor by double-clicking the Client Monitor icon in the system tray. You can also access Client Monitor by right-clicking the icon, and selecting **Mercury Client Monitor Agent** from the menu. For details, see "The Client Monitor Menu" on page 17.

5

The Client Monitor Settings Utility

This chapter explains how to use the Client Monitor Settings utility to modify Client Monitor located on end-user or administrator machines.

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About the Client Monitor Settings Utility

The Client Monitor Settings utility is set up during installation. However, you may need to change the settings for a particular machine. In this case, you modify the machine locally, not remotely. To remotely modify Client Monitor, see "Upgrading and Updating Client Monitor" and "Removing and Uninstalling Client Monitor" in *Platform Administration*.

Note to Mercury Managed Services customers: For information about modifying Client Monitor, contact Mercury Managed Services Support.

Modifying Client Monitor Settings

You may need to make changes to the Client Monitor settings if requested by the Client Monitor administrator.

To modify Client Monitor Settings:

1 From the Start menu, click **Programs** > **Mercury Client Monitor** > **Client Monitor Agent Settings**, to open the Client Monitor Settings dialog box.

Note that if Client Monitor has not been configured to appear in the Start menu, you can open the Settings utility by running the following executable: **C:\\<Program Files>\Mercury\Client Monitor\bin \OLConfig.exe**.

Note: The executable file may not have been installed in the default location on the hard disk. The file name, however, remains the same.

---

2 Make changes to any of the following settings:

- **Registration information** – you can change the host and location entries
- **AM Core URL** – the address of the Core Server, for example, http://myserver/topaz

---

Note: The URL to the Core Server must end with **/topaz** and not **/MercuryAM**.

- **Use a proxy server** – if Client Monitor will connect to the Core Server through a proxy server, select the check box, and enter the necessary information
- **Security** – if the Core Server uses a secure connection and needs authentication to access it, select **Using basic authentication**, and enter the user name and password

  For details on hardening the system, see "Using Basic Authentication in Mercury Business Availability Center" in *Hardening the Platform*.
- **Communication with Core Server** – select the **Enable communication** check box, choose the communication interval (how often Client Monitor accesses Mercury Business Availability Center to send data and to receive updates, upgrades, and so forth), and how often traceroute traces a packet from the computer to an Internet host
- **Show Client Monitor tray icon** – when selected, the Client Monitor icon is displayed in the Windows system tray

3 Click **Save & Exit**.

For the new settings to take effect, restart Client Monitor.

6

Script Supplements

Note: The procedures in this chapter are intended for expert users of Mercury Business Availability Center.

This chapter explains how to use a custom script and how to configure Client Monitor to ignore JavaScript.

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Monitoring Custom Web Transactions

On rare occasions, Client Monitor cannot monitor custom code in a Web application that your company develops. In these cases, you can use a custom script that enables Client Monitor to provide a picture of all business user actions. You embed JavaScript at the locations in the application code where you want Client Monitor to begin and end monitoring the activity. During the Web application's run-time, the JavaScript code triggers user action monitoring.

To receive the files needed to add this script, contact Mercury Customer Support.

Furthermore, you can also use this technology to monitor ActiveX and Java applet code, on condition that you can write to the application that includes these components. For advice about this usage, contact Mercury Customer Support.

Limitation: No transaction breakdown is available for custom user actions in this version.

To add the script to the Web application code:

1. Contact Mercury Customer Support to supply you with the JavaScript file **TCMTransactionAPI.js**. Also, request the file **TCMTransactionAPI_Example.html**, which shows you how to use the script.
2. Add the file **TCMTransactionAPI.js** to the appropriate directory, and add a link to this file in your Web code.

   The JavaScript file contains the function:

   ```
   FireTCMEvent(transactionKey, transactionStatus, transactionProtocol)
   ```

3. To start a user action, add the following to your code at the point at which you want the user action to begin:

   ```
   FireTCMEvent("URL", "started" [,transactionProtocol = "window"]);
   ```

4 To end a user action, add the following to your code at the point at which you want the user action to end:

```
FireTCMEvent("URL", transactionStatus [,transactionProtocol = "win-
dow"]);
```

where:

URL – the user action identifier (not the name) that is used to define the user action. This parameter must not be empty.

transactionStatus – can have the following values: **succeeded** (the default), **stopped**, **failed**, and **timeout**. Please note that (as usual with Client Monitor) stopped user actions can have an invalid duration, and they are not reported to Mercury Business Availability Center.

For example, if the application code includes a statement that returns the status of a user action, you could add this JavaScript to every status retrieval point, changing the **transactionStatus** string as necessary.

transactionProtocol – the name of a protocol that appears in the Client Monitor Recorder page

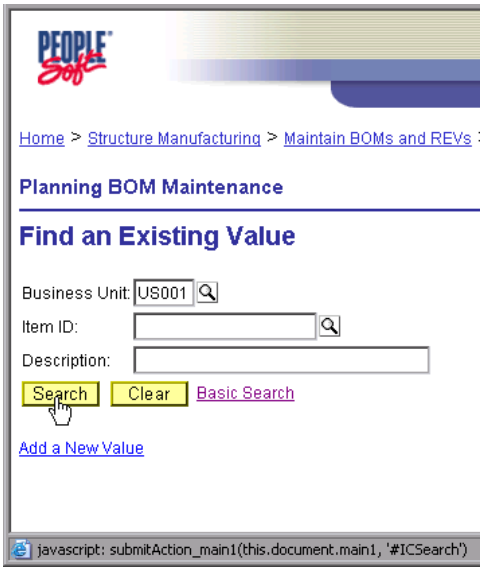
Notes and Limitations

- The script has no effect on the monitored Web application.
- Custom user actions can be integrated into transactions.
- Only one user action with a specific URL is allowed to run at any time in the defined user action scope (window/browser).
- We recommend that you instrument the fewest pages possible. There is no need to instrument pages that Client Monitor already knows how to monitor.

Ignoring Specific JavaScript

Often you will not want to monitor JavaScript that calls a URL, but the URL itself. This feature enables Client Monitor to ignore certain scripts, and to use the next navigated URL, which is, in fact, the URL that the JavaScript activates.

This feature is particularly useful for applications such as Siebel 7.5 and PeopleSoft 8.0.



For example, in this illustration, the JavaScript **submitAction_main1** is not monitored, but the URL called by the JavaScript is monitored.

Note: For information about this feature, contact Mercury Customer Support.

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