

# CA Application Performance Management 10 Upgrade Overview and FAQ

**This document provides an overview of key features, reasons to upgrade and some frequently asked questions about CA Application Performance Management (CA APM) 10.**

---

## Why Upgrade to CA APM 10

With the CA APM 10 release, CA makes a bold step forward with its E.P.I.C. APM strategy, a solution that helps organizations create a competitive advantage in the app economy by proactively managing the user experience. CA APM 10 is the second proof point in our E.P.I.C. APM strategy, continuing an E.P.I.C. trend that builds with each new release.

E.P.I.C. CA APM delivers a solution that is easy, proactive, intelligent and collaborative (E.P.I.C.) across the application lifecycle. This means easy deployment of CA APM agents to get value in minutes. It means automatic visibility into each native mobile or web-based transaction. It means obtaining intelligence and insight into end users' interactions with your applications, from native mobile to mainframe. And it means E.P.I.C. CA APM acts as the catalyst for DevOps to fuel collaboration across the organization by providing a common vocabulary to analyze performance data, thereby instilling continuous performance improvements at every stage of the software lifecycle.

By upgrading to CA APM 10, you can enjoy the following benefits:

- **Easy:** Simplify and speed the triage process through a customizable relationship view and a timeline that helps you easily locate where performance problems originate.
- **Proactive:** Quickly recognize problems as they develop and intuitively understand the most critical and recurrent problems across your application landscape—all with zero configuration.
- **Intelligent:** Automatically detect and monitor application processes without requiring any deep knowledge of either the application or application framework.
- **Collaboration:** Enable better communication between Dev and Ops specialists to resolve problems faster by utilizing the same production tool in development and by using a unified view of the infrastructure and apps that affect business services.

## What are the primary new features of CA APM 10?

### CA APM 10

#### Feature

#### Description

##### Team Center

By leveraging extensive ethnographic research of real users, CA is delivering new levels of productivity with a user interface that is designed from the ground up to help operations teams simplify and speed triage of application performance issues.

New in CA APM 10, Team Center provides an intuitive and easy way to triage application problems—even for support analysts with little-to-no knowledge of the applications they manage. Team Center overlays real-world attributes onto complex application relationship data to minimize the “spaghetti” that you see in typical application topology maps, helping to de-clutter and make it easier to focus-in on performance issues. CA APM 10 adds value in the following ways:

- The timeline enables you to examine the relationship map and dashboard for historic timeframes and roll back time to the point when they first started experiencing symptoms to find the “patient zero” causing your current issue.
- Team Center shows the relationships between components in a scalable and customizable view. This includes live performance and status information for up to 50,000 components and the timeline and tools to investigate environment changes as well as the chance to view relationships for any historic time period.
- Dashboard and relationship views provide differential analysis and status information for on the spot triaging of application issues, replacing the WebView Triage Map.
- With Team Center, you can easily share this information with the owner of that resource to resolve the issue quickly.

##### Differential Analysis

Operations teams have long sought for a solution that automatically identifies problems in their applications without having too many false alerts. In CA APM 10, the differential analysis capability uses a technique new to the application performance management market that mirrors the work a human operator would do to monitor transactions. This new approach involves no configuration and produces alerts that catch both slow-growing, chronic problems and fast-acting acute ones. When trouble is brewing, diagnostic transaction traces are automatically captured and made available for review. No complex rules and configuration are required for success. CA APM 10 allows you to:

- View a differential analysis map that shows a rich, visual display of the stories of many applications over a selected period.
- Identify when problems start to occur—transaction traces trigger automatically to capture diagnostics about the variance.
- Detect performance hotspots in the applications. Smart Instrumentation automatically collects the deep-dive evidence that you need to triage the issue and pinpoint the root cause of the performance issue for the problematic transaction.
- Collect deep-dive diagnostics data for only the transactions that matter for triage as opposed to collecting deep-dive data for every transaction.

##### Browser Response Time Monitor

A CA Browser Response Time Monitor (CA BRTM) lets you monitor web page load performance metrics. Rewritten and re-architected for CA APM 10, CA BRTM provides the following new features:

- Browser web timings for dynamic web pages in structured frameworks, such as AJAX and AngularJS
- Metric aggregation by browser type
- Integration into CA APM transaction traces with a breakdown of framework calls to an application
- Installation through the CA APM Java™ agent servlet tracer for easy deployment. Using the APM Agent installer, you can simply choose to install CA BRTM with default monitoring of your environment.
- Customer extendible JavaScript with access to create custom metrics and decorate browser transaction trace elements with custom fields.

**Smart Instrumentation: Entry Point Detection**

CA APM 10 builds on the automatic transaction tracing available in 9.7 by broadening monitoring coverage with entry point detection that automatically discovers and monitors threads that are involved in client socket call transactions.

Automatic entry point detection allows you quickly to monitor and triage Java applications without manual configuration. Entry points are the transaction beginning points and are displayed in the agent-centric tree and transaction traces.

**Mobile APM**

CA APM has full integration of CA Mobile App Analytics (CA MAA) into the CA APM dashboard to provide end-to-end business transaction monitoring from mobile-to-mainframe.

CA MAA provides key information on the mobile transaction. You can know the carrier, network, device and location, along with usage behavior, performance and crash analytics. But when an issue occurs, you need to link mobile experience to the underlying data center performance.

CA APM 10 enables the integration of CA MAA to provide true mobile to mainframe insight. CA APM practitioners can see mobile transactions, alongside synthetic transactions. The integration delivered by CA APM 10 traces the transaction through your infrastructure. Business transaction names and meta-data information are also be available in the CA APM.

**CA UIM/APM Integration**

CA Unified Infrastructure Management (CA UIM), formerly known as CA Nimsoft Monitor, is integrated into the CA APM dashboard. This helps IT operations teams to quickly understand and address the causes of application degradation using a complete view of application, database, network, storage and server infrastructure across various platforms.

The new CA UIM CA APM Gateway Probe enables this capability and the integrated solution has the following features:

- Broad set of monitoring capabilities: Thousands of infrastructure metrics from CA UIM are now available to CA APM. CA UIM currently has more than 140 probes and monitors.
- Preconfigured Monitoring: CA UIM CA APM Gateway Probe includes 19 preconfigured and tested probes for the most common information needed by CA APM.

Easy Filtering: Select just the data you want to pass. Fast and easy way to identify which metrics are being collected in your environment and only select the metrics you want to use in CA APM.

## APM Command Center

**APM Command Center**

The CA APM Command Center enables simple management of thousands of agents at enterprise scale. It provides a central repository of all agents, across clusters, in a single view. You will also be able to see all the environmental information and generate diagnostic reports to diagnose agent configuration problems.

New features in CA APM Command Center 1.1:

- Public REST API allows users to create automation against CA APM Command Center.
- More powerful search/filtering API including "AND," "OR," "NOT" operators as well as range searches (useful for example to search in a given time range). It also supports the "\*" wildcard and full-blown regular expressions.

## Where can I find information about additional new features of CA APM 10?

All new capabilities in CA APM 10 are described in the [CA APM 10 release notes](#).

## Who should consider upgrading to CA APM 10?

CA APM 10 offers many great new features and represents a continuation of our E.P.I.C. strategy. You may want to take advantage of these features right away. Below is a guide to upgrading to CA APM 10.

<b>Customers on CA APM 8.x or CA APM 9.0.x</b>	Customers with older versions of CA APM are strongly encouraged to upgrade to CA APM 10 release as these versions are out of service.
<b>Customers on CA APM 9.1.x or higher</b>	The features and benefits of CA APM 10 not only enable faster triage but also increased visibility and significant automation, which can reduce cost of ownership. The modern web-based UI delivers improved reporting, monitoring and triage workflows plus anytime-anywhere access.
<b>Customers who build and support mobile apps</b>	Mobile app use is increasing rapidly. Customers supporting mobile apps are strongly encouraged to upgrade to CA APM 10 to benefit from the mobile to mainframe visibility available through the integration with CA Mobile App Analytics.
<b>Customer who want to speed and simplify the triage process</b>	APM 10 contains several key patent-pending new capabilities that collectively help to speed and simplify the triage of application performance issues including CA APM Team Center perspectives, CA APM Team Center timeline, differential analysis and more.
<b>Customers who want to more easily manage their CA APM agents</b>	CA APM Command Center provides the first ever all-encompassing view of agents across an entire environment: every agent, across all clusters. With CA APM Command Center you can easily manage and support thousands of agents from a single point of management.

## If I would like to get help with my upgrade, are there services available?

Upgrade services from CA Technologies are available. Please read the [data sheet](#) for more information.

For more information, please visit [ca.com](http://ca.com)

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments. Learn more at [ca.com](http://ca.com).